

KCStat

kcstat.kcmo.org

December 11, 2017

#KCStat

Public Safety



A blue-tinted photograph of three police officers on horseback. The officer on the left is a man with a beard, wearing a helmet and sunglasses. The officer in the middle is also wearing a helmet and sunglasses. The officer on the right is wearing a helmet and sunglasses. They are all looking forward. The background shows trees and a building.

Public Safety

To protect Kansas City residents, visitors, and employees by providing comprehensive, high quality public safety and public health services, including strategies to prevent or significantly reduce public safety and public health problems and threats in a timely manner.

How To Get There: 2018-2023 City Objectives and Strategies For Public Safety

1. Reduce crime among all age groups, placing an emphasis on young offenders.
 - a. Expand the city's efforts on building relationships with partner agencies and to increase youth intervention and anti-violence programs.
 - b. Work with area school districts and other organizations to expand access to programming for the City's youth.
 - c. Using the Public Health approach to reach young audience members in regard to (1) the physical realities of being a gunshot victim; (2) curfew, truancy, and the consequences; and (3) the unintended consequences of a marijuana conviction.
2. Prevent animal-related threats to public safety and support animal welfare.
 - a. Partner with Spay Neuter of Kansas City (SNKC) to increase the percentage of currently licensed pets in the City from 11 percent to 20 percent through low-cost vaccinations, increasing locations for residents to obtain pet licenses, and increasing the number of participating veterinarian offices.
 - b. Develop a plan to further improve animal response operations.
 - c. Engage pet owners in responsible pet ownership through education and Public Service Announcements (PSAs).

How To Get There: 2018-2023 City Objectives and Strategies For Public Safety

3. Evaluate and identify areas of opportunity in the emergency response delivery system to ensure the best possible patient outcomes.
 - a. Measure the impact and effectiveness of the Kansas City Assessment and Triage Center (KC-ATC)
 - b. Implement the Ground Emergency Medical Transportation (GEMT) program that provides supplemental reimbursement for ambulance services to Missouri HealthNet participants.
 - c. Provide an ongoing series of courses on CPR and other life-saving techniques throughout the City in order to improve the cardiac survival rate.
 - d. Develop initiatives to reduce the number of chronic users of emergency response services.
4. Improve the diversity of employee recruitment, succession planning, and retention in the Police and Fire Departments
 - a. Develop a multi-year plan to implement the recommendations of the Kansas City Police Department's staffing study.
 - b. Develop partnerships with local educational institutions to increase the number of the City's entry-level public safety workforce

How To Get There: 2018-2023 City Objectives and Strategies For Public Safety

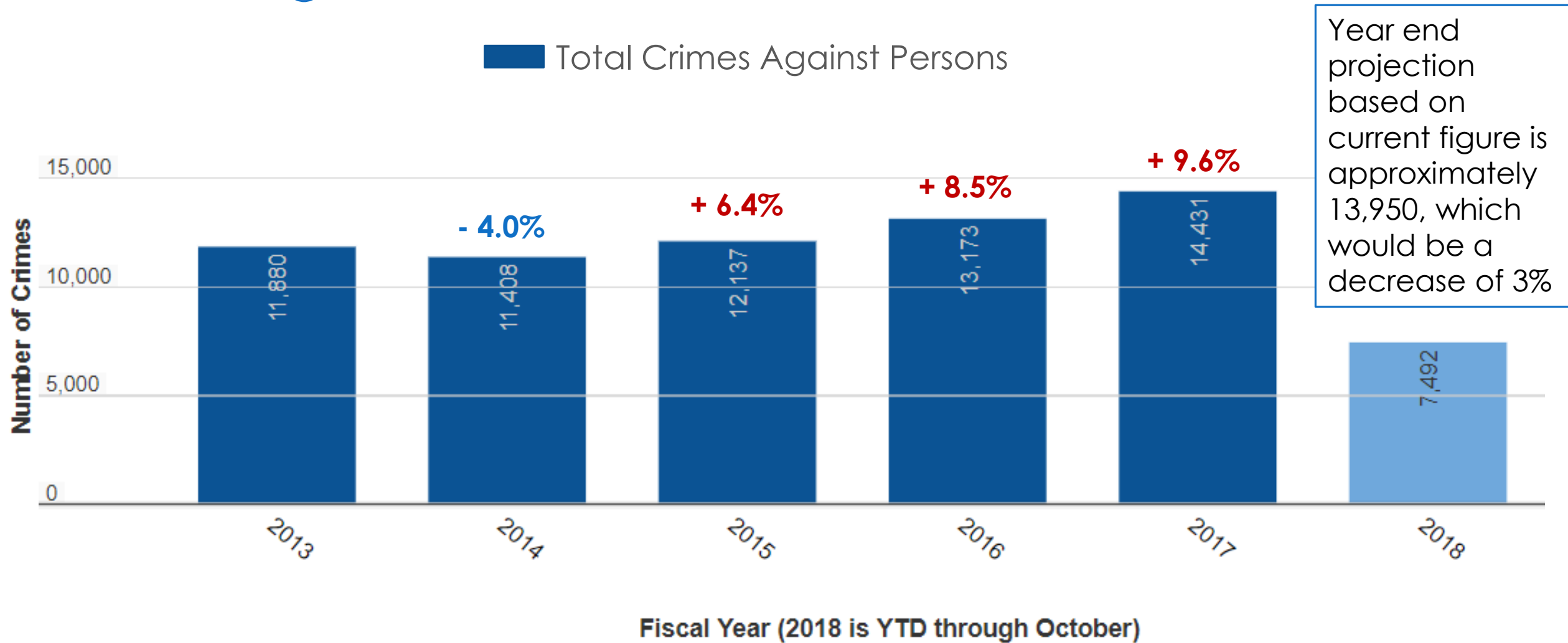
5. Increase effectiveness and efficiencies of operations at Municipal Court in order to achieve the best possible outcomes for those served.
 - a. Measure the efficiency and effectiveness of the Municipal Court by utilizing the National Center for State Courts (NCSC) court performance measures on clearance rates and time to disposition.
 - b. Refine the standards and policies of the City's Drug Court to meet the needs of chronic offenders.

Measures of Success

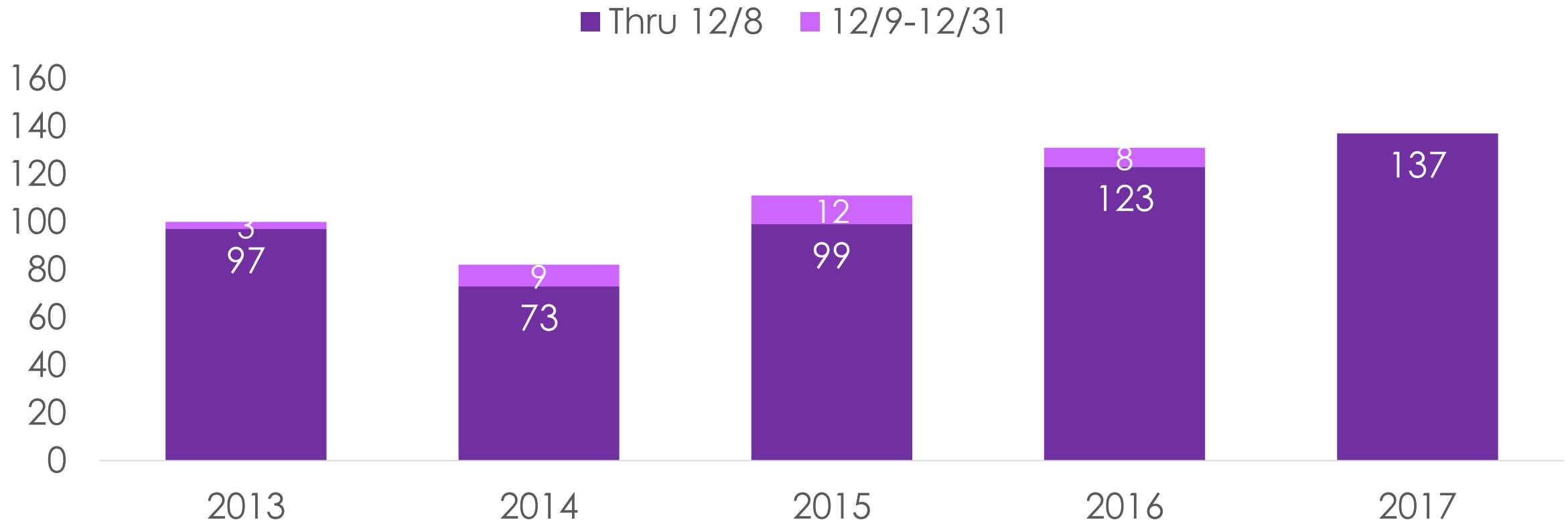
Objective	Measures of Success	Actual FY15	Actual FY16	Target FY17	Actual FY17	Target FY18
1	Total crimes against persons	11,978	13,173	12,516	14,431	13,709
1	Percent of citizens satisfied with the city's overall efforts to prevent crime	51%	45%	54%	39%	54%
2	Percent of pets licensed	11%	11%	11%	11%	13%
3	Percent of cardiac arrests (vfib/vtac rhythm) with return of spontaneous circulation (ROSC)	22%	36%	30%	47%	32%
4	Percent of KCFD uniform personnel who are women and/or minorities	--	--	--	29%	TBD
4	Percent of KCPD uniform personnel who are women and/or minorities	--	--	--	34%	TBD
5	Municipal court case clearance rate	--	96%	100%	105%	100%
5	Percent of traffic cases disposed within 90 days	82%	81%	85%	84%	86%

Objective 1:
Reduce crime among all age groups, placing an emphasis on young offenders

Crimes Against Persons on Annual Basis



5-Year Year-to-Date Homicide Summary



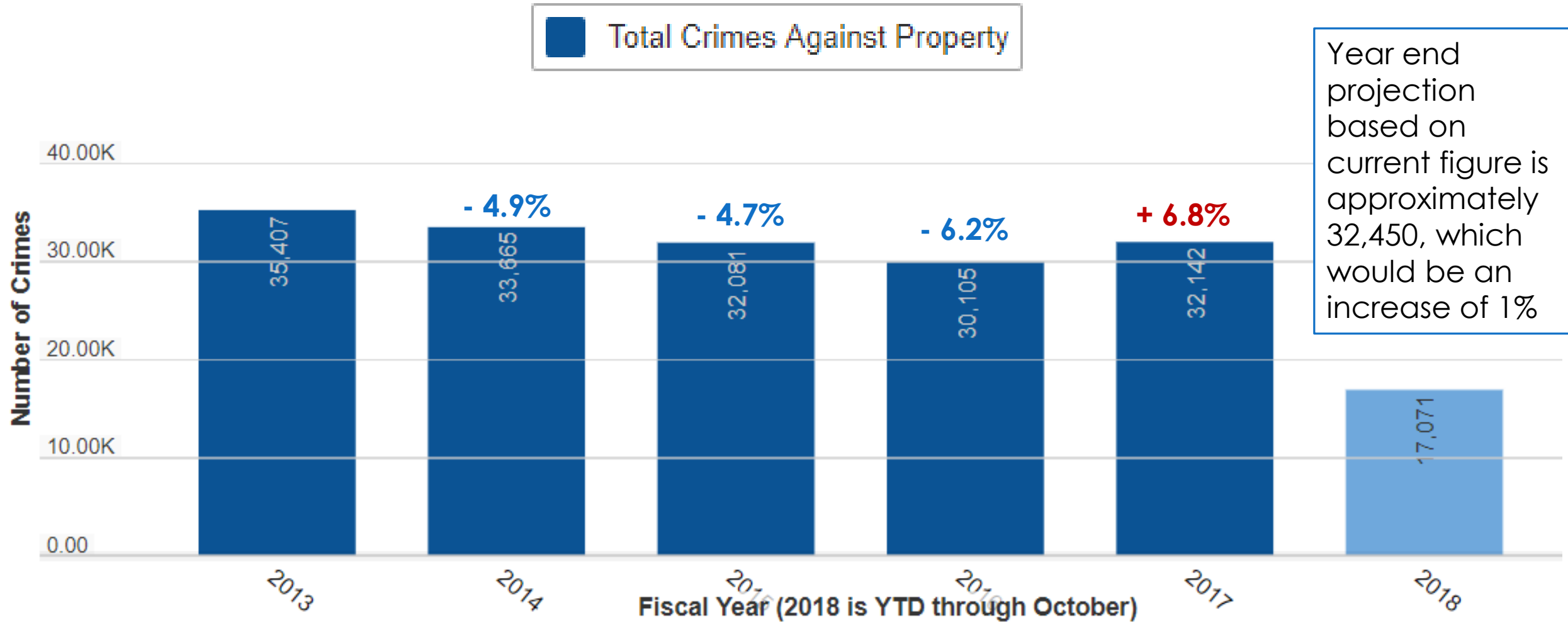
In 2017 (YTD):

The means of attack involved firearms in **117** cases (approximately **85%**)

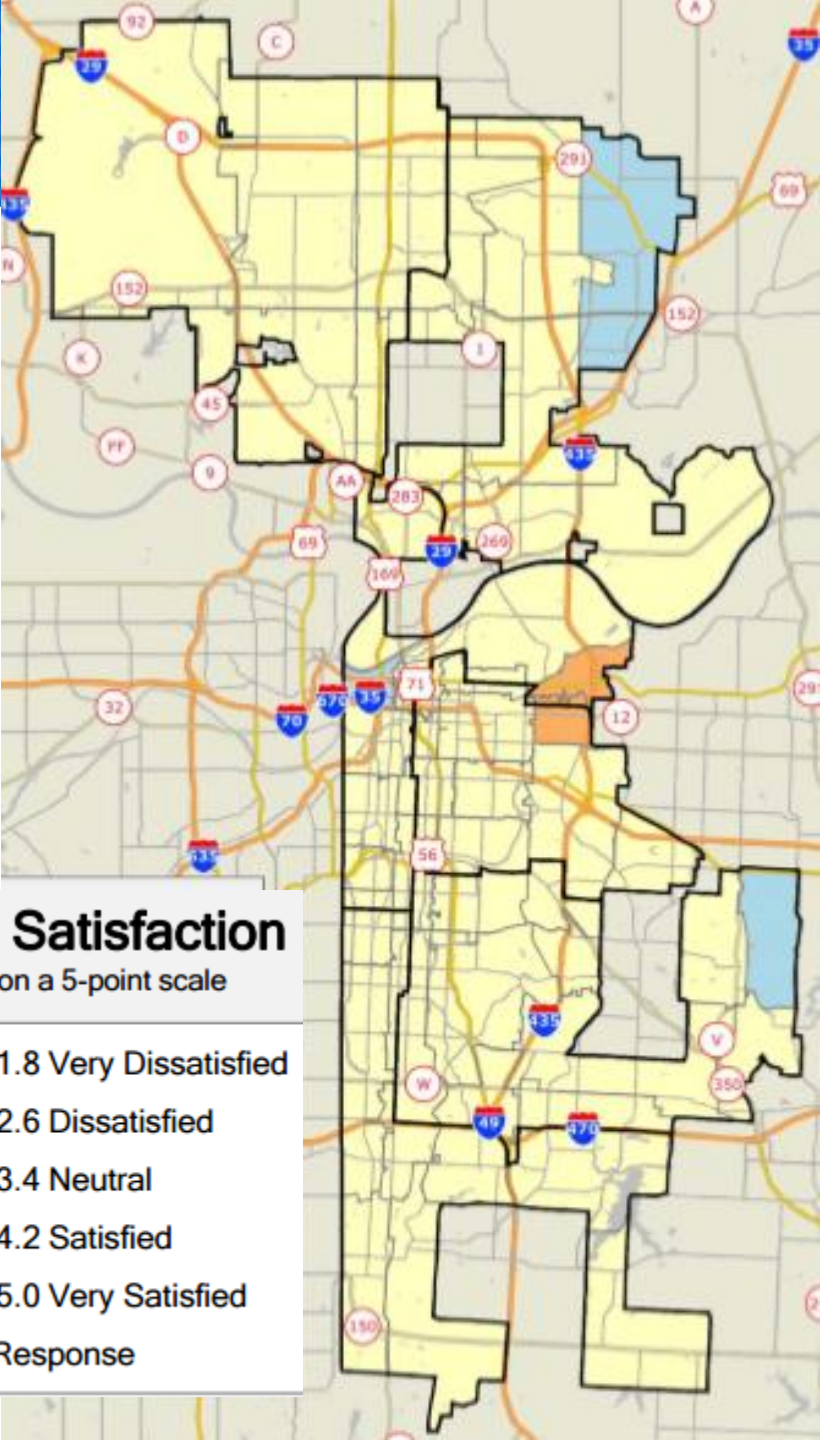
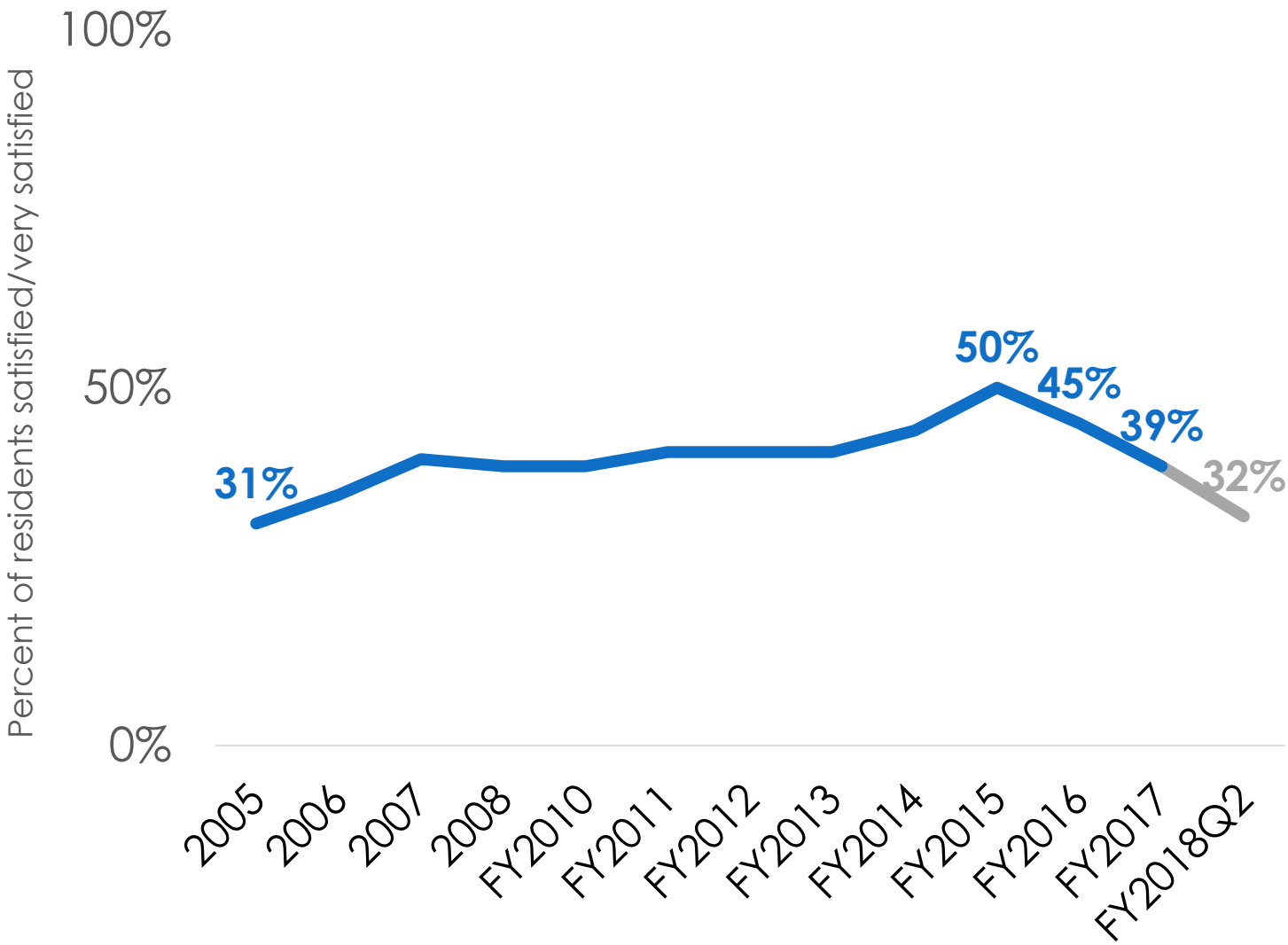
The motive is unknown in **74** cases (**54%**)

Current year cases cleared is **54** (**39%**) and current year cases solved but not cleared is **13** (**9%**)

Crimes Against Property on Annual Basis

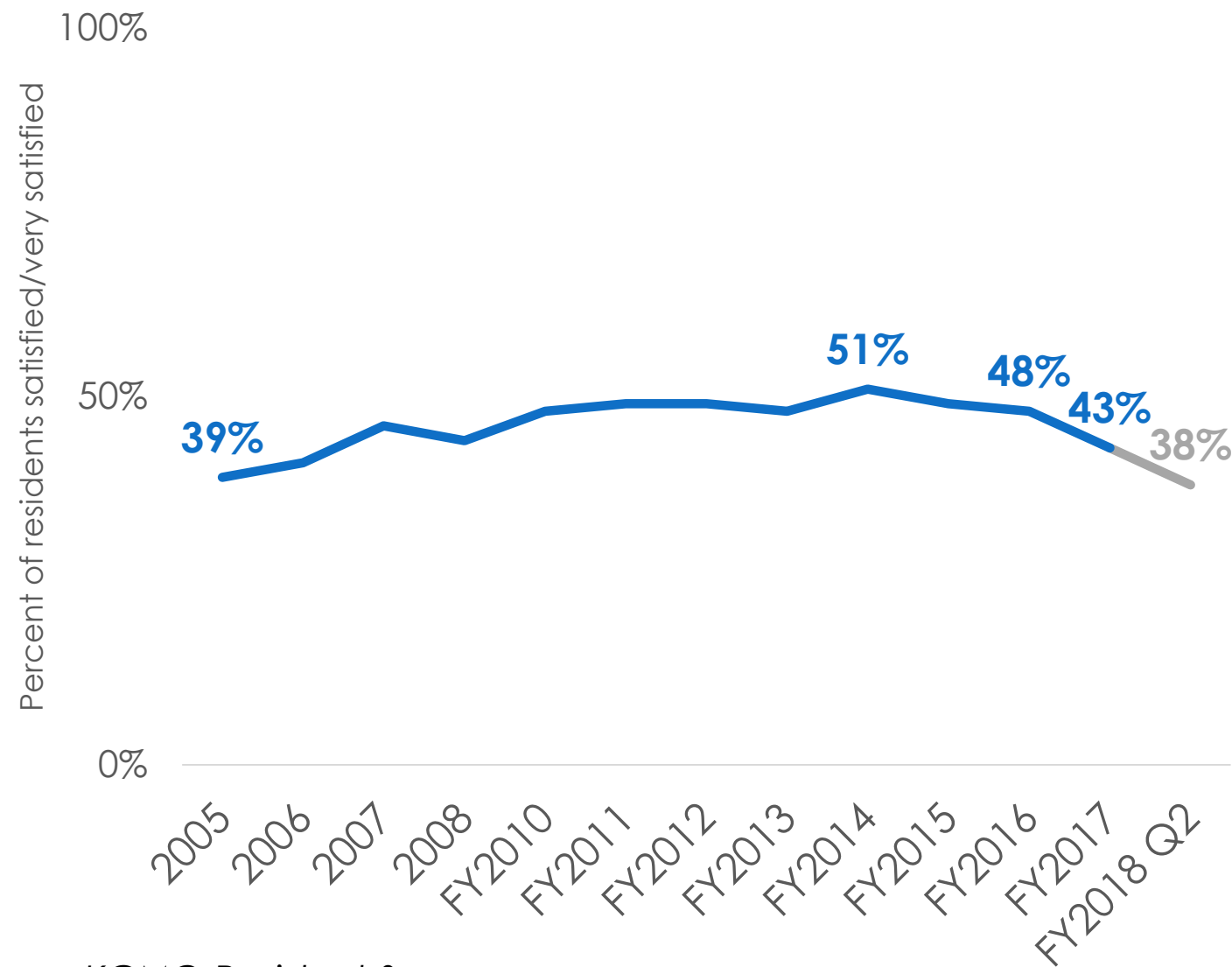


Resident Satisfaction with Efforts to Prevent Crime



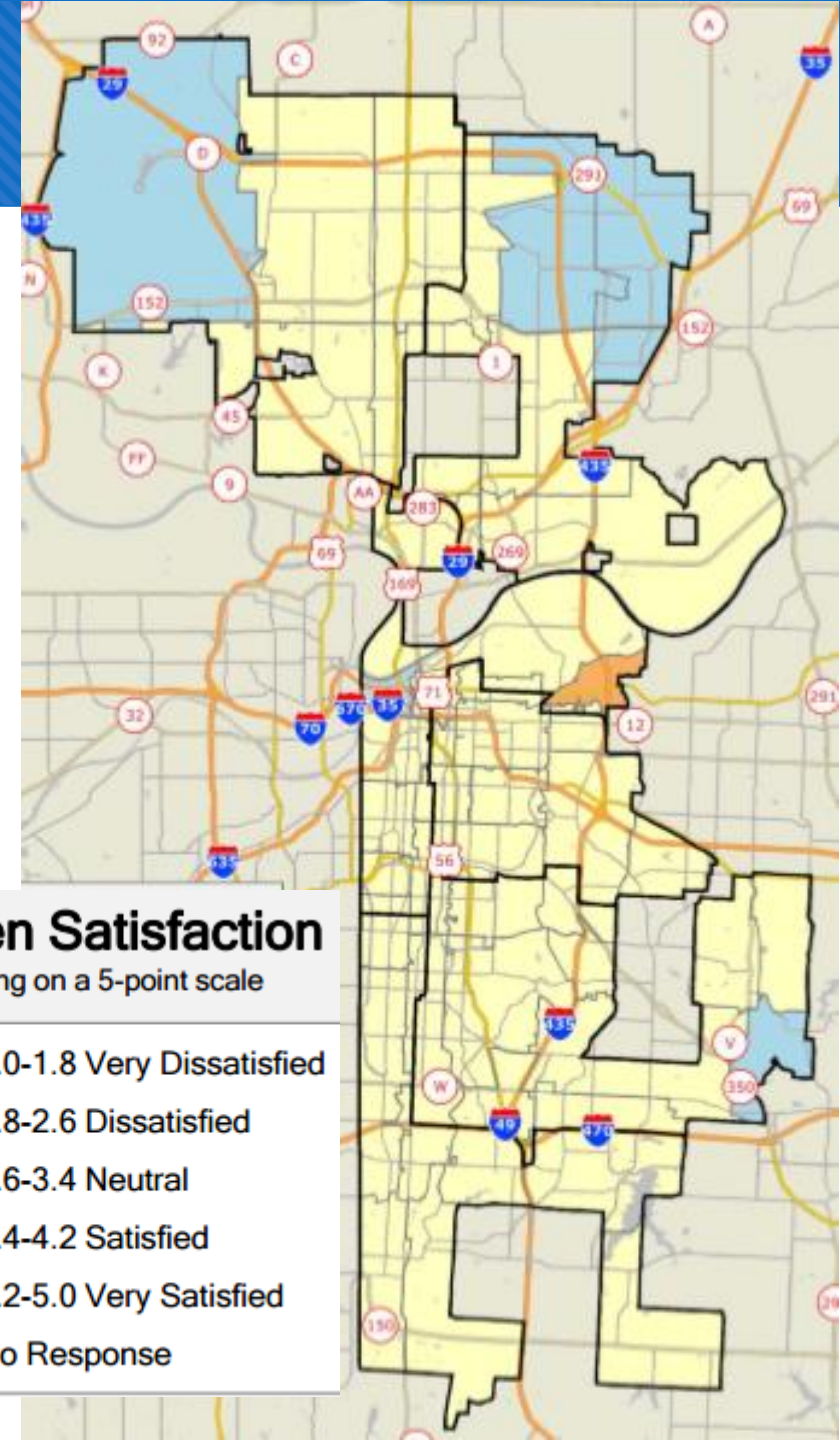
Source: KCMO Resident Survey

Resident Satisfaction with Visibility of Police in Neighborhoods

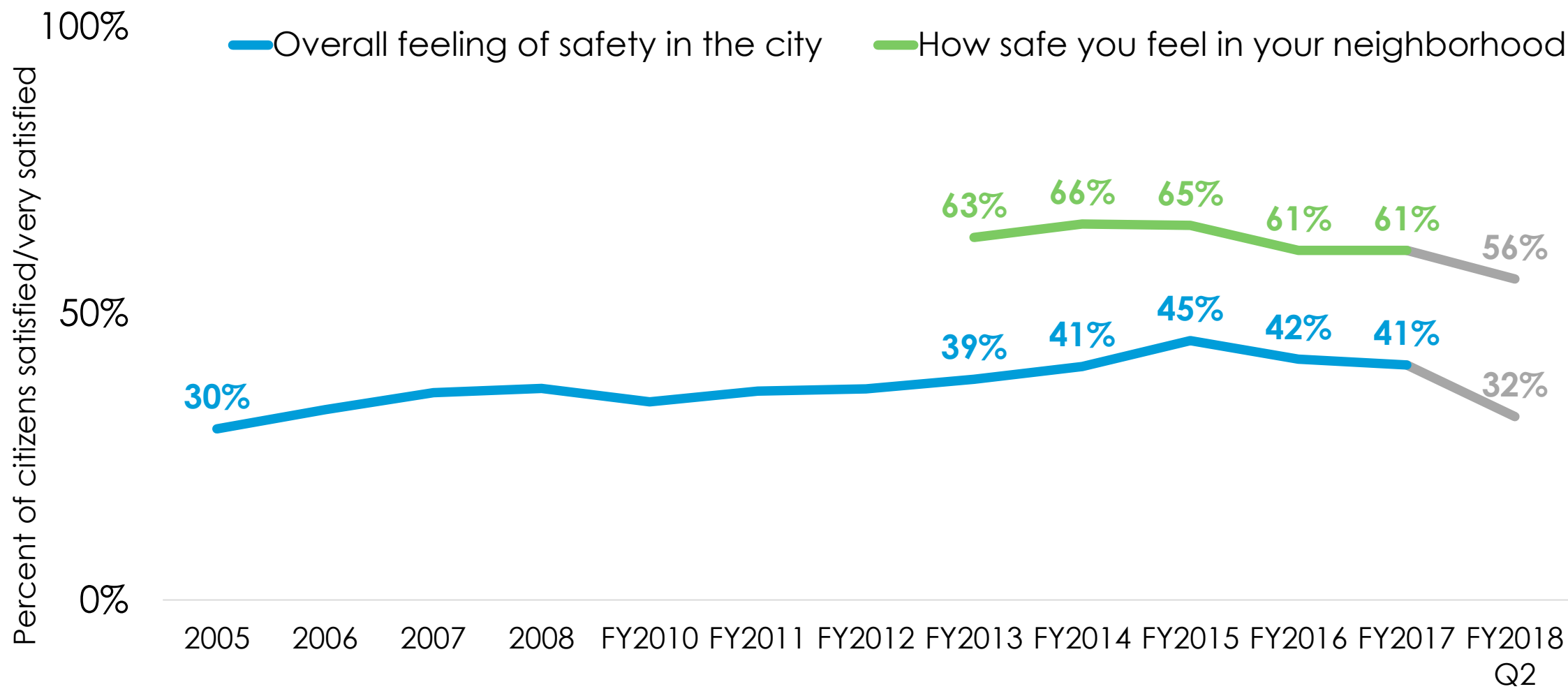


Citizen Satisfaction

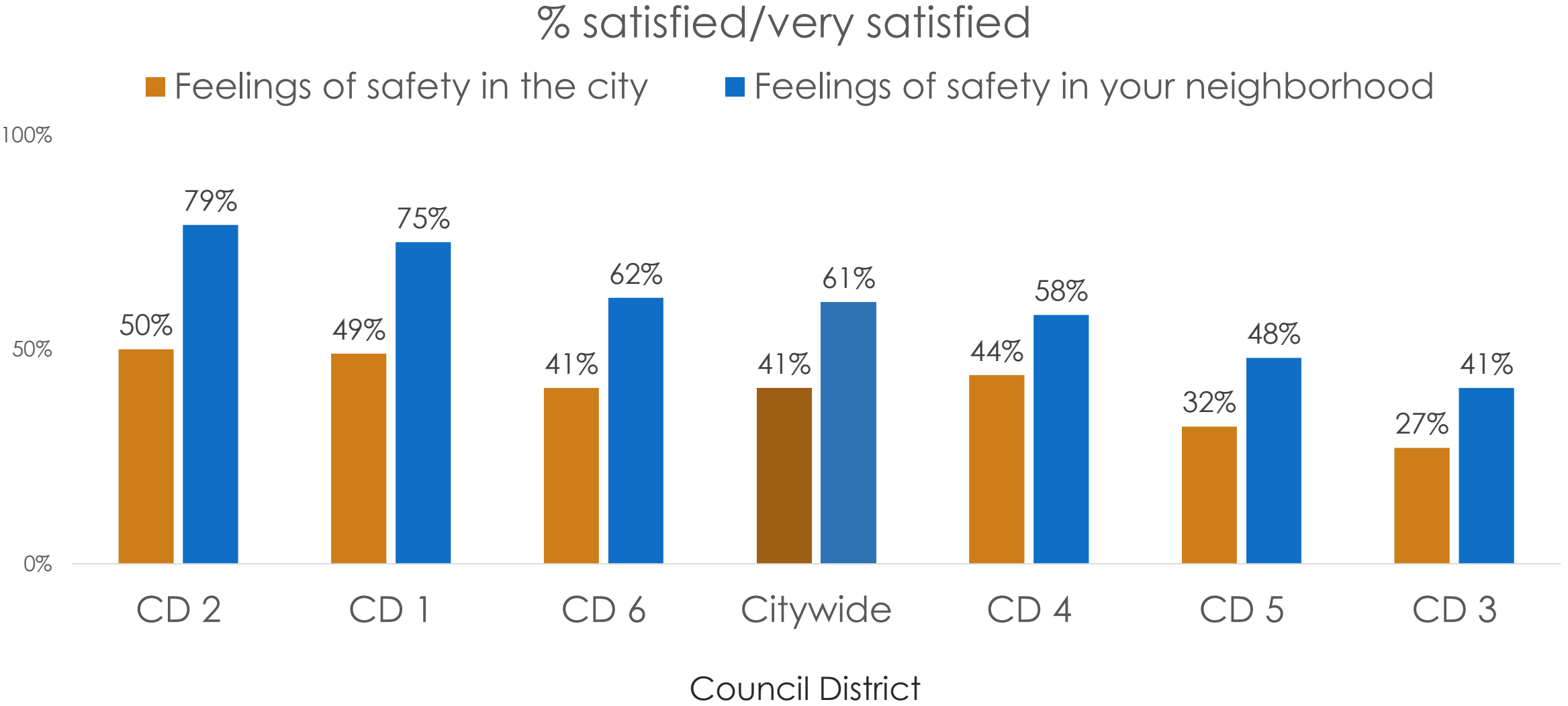
Mean rating on a 5-point scale



Feelings of Safety in City and Neighborhood



Resident Survey: Feelings of Safety by Council District



Strategy A

Expand the city's efforts on building relationships with partner agencies and to increase youth intervention and anti-violence programs.

Community Engagement

- Door-to-door walks were conducted by the Mayor, City Manager, and KCPD in South Kansas City and East Kansas City to talk about crime prevention and engage residents
- Dates of walks: June 28, 2017 and July 26, 2017



Violence Program Coordinator

- New position filled in the fall of 2017 by Kamisha Stanton, MSW
- Position was a recommendation of the Citizens Task Force on Violence, which issued its report in April 2017
- Other topic areas in the Citizens' Task Force:
 - Youth Master Plan
 - Public Engagement and Mentoring Program
 - Storefront Community Resource Center
 - Public Service Campaign
 - Electronic Database of Community Resources
 - Interagency DV Fatality Review Teams
 - CDC Homicide Study

Initial Focus Areas

These are the initiatives I have worked on for the first quarter

Initiative	Youth Master Plan	Public Engagement and Mentoring Program	Storefront Community Resource Center
Stakeholders	Kansas City Health Department and Prevention Institute	Many very promising programs throughout the city	KCPD, Kansas City Public Library: Lucille Bluford Branch, KCPS
Timeline	Presentation of plan: fall 2018. Implementation: dependent on goals	Dependent on program	No projected start date for the library program so at this time I am assisting in researching community resource center models that have been successful.
Expectation	In person visit early 2018 by Prevention Institute. Public Engagement and Mentoring Program	All areas of the city have programs available to them, but not all areas have programs that are geographically focused	KCPD-Kansas City Public Library in connection with COMBAT is seeking to provide a library resource via social work students and other professionals

Violence Program Coordinator Quarter 1 Plan

30 Days

- Attend priority community meetings as identified by Mayor's team, Office of the City Manager and ArtsTech
- Identify and meet with at least 3 stakeholders a week
- Research anti-violence grants to assist area agencies with capacity building
- Asset map existing anti-violence programs by working in connection with United Way, KCPD social worker and area agencies
- Join Street Summit and Bloomberg grant application planning committees
- Identify 3 immediate focus points from the Citizen's Task Force Recommendations
- Create a plan for first quarter
- Meet with Mayor and Councilmembers to present initial plans



60 Days

- Continue asset mapping throughout the city then create a map of gaps in services in the city
- Assess organizational needs for priority status programs
- Create a catalog of anti-violence stakeholders throughout the city
- Research anti-violence grants to assist area agencies with capacity building
- Follow implementation process of mentoring program, storefront community resource centers and youth master plan.



90 Days

- Report current status of youth master plan
- Report current status of storefront community centers
- Report current status of mentoring program
- Complete and submit Bloomberg grant application
- Begin planning meetings with area DV agencies to develop template for city-wide lethality reporting tool
- Begin planning meetings with possible vendors for development of electronic database of community resources

Next Steps

- “In addition to coordination of governmental agencies, this position would also facilitate coalition building and leadership training for existing anti-violence programs and neighborhood leaders” - this will be a focus in the next quarter.
- Begin intensive research on Public Service Campaign and Electronic Database of Community Resources focus area while monitoring the progress of previous quarter's focus areas.
- Intensive asset mapping to find gaps in services.

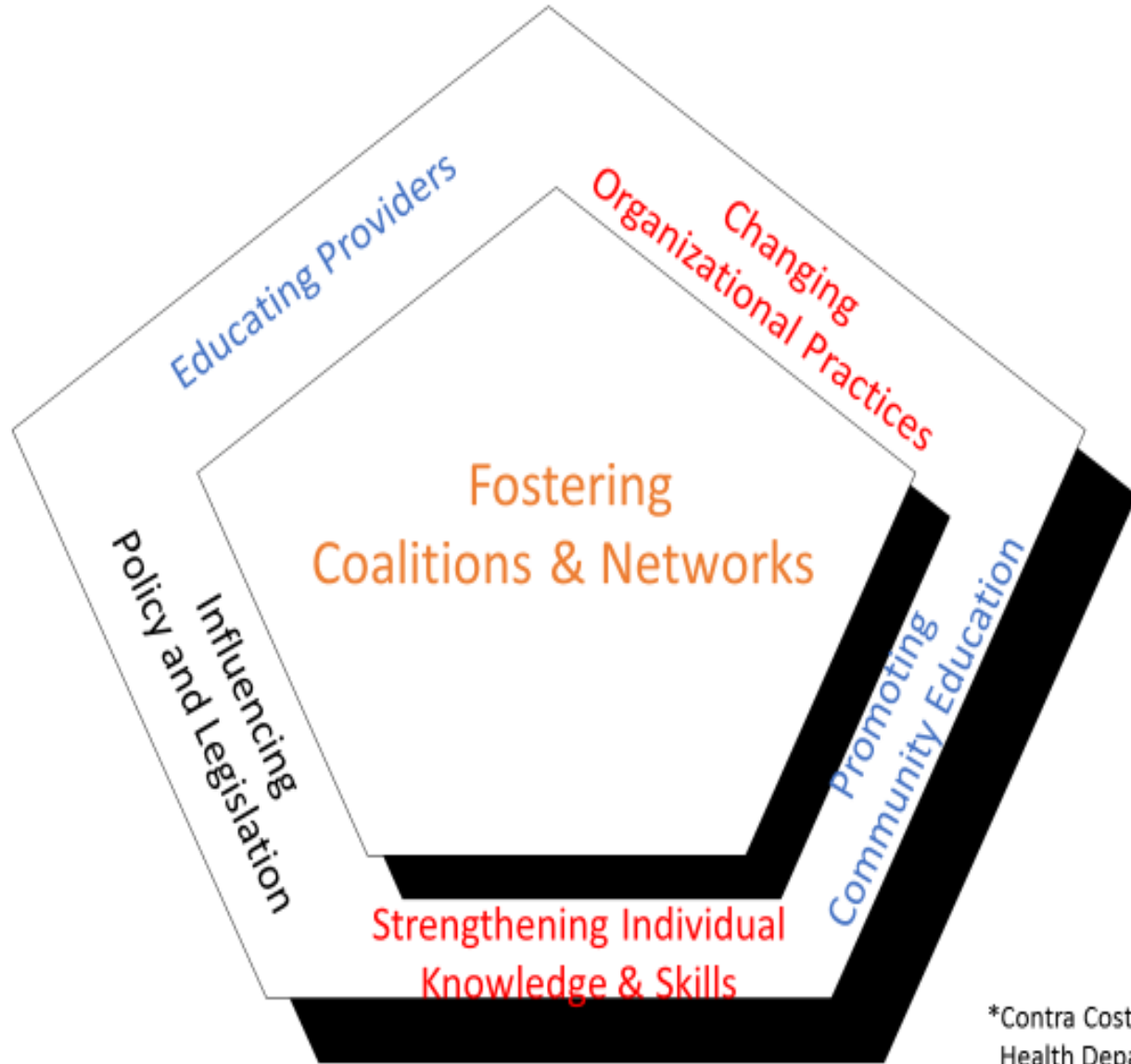
Health Department: Spectrum of Prevention

Pervasive Forms of Violence & Trauma in Kansas City

- Community violence, including gun violence
- Intimate partner violence, including teen dating violence
- Sexual violence
- Child maltreatment
- Bias-based violence (e.g. hate violence and bullying)
- Structural violence



Health Department: Spectrum of Prevention



**PREVENTION
WORKS!**

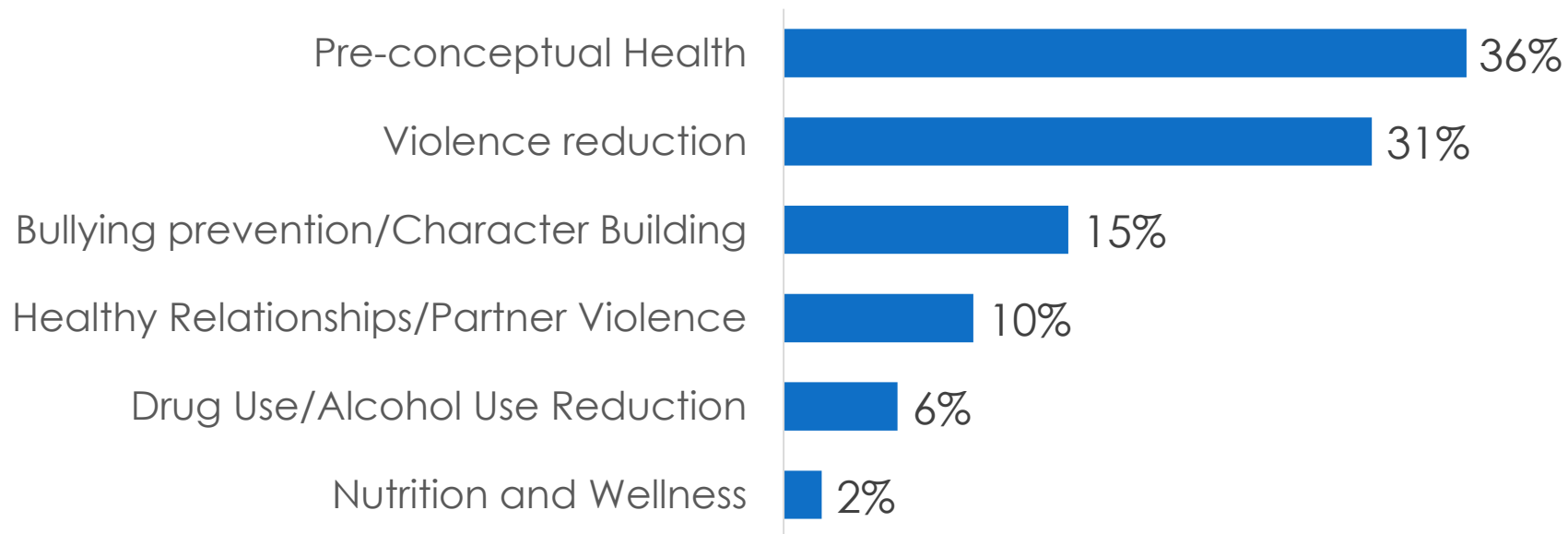
- ◆ Smoking Prevention
- ◆ Minimum Drinking Age Laws
- ◆ Childhood Immunizations
- ◆ Motorcycle and Bicycle Helmet Laws
- ◆ Child Seat and Safety Belt Use
- ◆ Reduced Lead Levels in Children

*Contra Costa County
Health Department

Strengthening Individual Knowledge and Skills

Preventing violence through emotional regulation, character building & healthy relationship development

5,143 middle and high-school youth reached via **188** presentations covering:



3 key venues: **YSO (59%), Schools (34%), Churches (7%)**



Strengthening Individual Knowledge and Skills

Community Classroom Update

(January – YTD 2016 and 2017 Comparison)

2017 Total # of Classes	2017 Total # of Students
196	2,989
2016 Total # of Classes	2016 Total # of Students
151	1,606
% Increase in Classes	% Increase in Students
30%	86%

Preventing Violence Through:

- Job Readiness Skills Workshop (for Program Participants and the Community)
- Life Skills (for school aged children and young adults)
- Conflict Resolution (for all community members)
- Gun Violence Impact Panel (Referrals from MO Probation & Parole)



Strengthening Individual Knowledge and Skills

NFP serves and supports first time moms.

The average mom served lives in KCMO, is between 20-24 years of age and has an income between \$6,000-\$12,000 a year.

NFP is currently serving **128** clients & provided **1,052** home visits last year.

91% of the moms initiated breast feeding & **93%** of children are up to date on immunizations

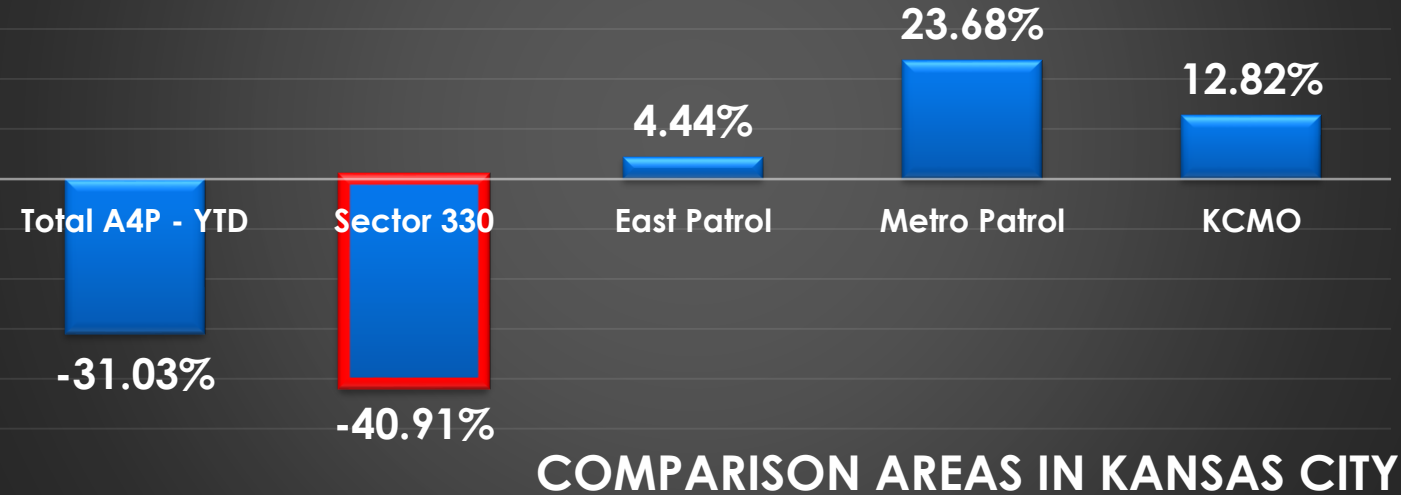
This year's successes include:

5 moms completing high-school,
4 going to college, **10** enrolled in college,
1 promoted to management,
1 accepted into the Police Academy



Promoting Community Education

Percent Changes in Homicides
YTD 2016 and YTD 2017 Comparison
(YTD data reflects January 1st – November 30th)



FY2016 # of Mediations

349

YTD 2017 Total # of Mediations

117

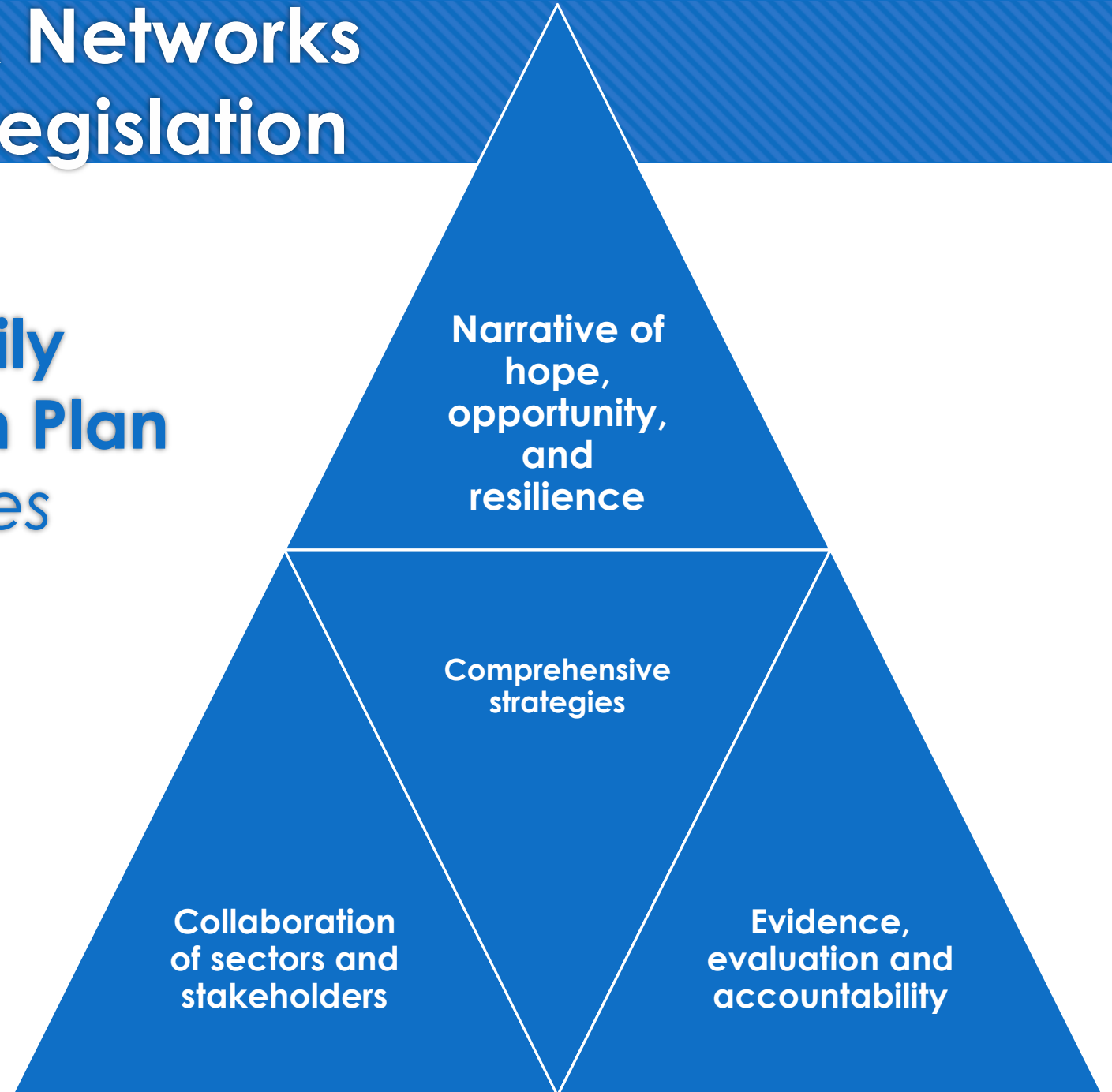
Contributions to Violence Prevention

- Provide the community with techniques to resolve conflicts non-violently
- Response to violent incidents to prevent retaliations
- Case Management of High Risk Individuals
- Credible Messengers that vocalize peace in the community to change norms
- Provide resources to strengthen neighborhoods and build healthier/safer communities
- Partnerships with Faith & Community Based organizations, educational institutions, businesses, hospitals



Fostering Coalitions & Networks Influencing Policy & Legislation

KC-Youth & Family Violence Prevention Plan *Guiding Principles*



Fostering Coalitions & Networks

KC Violence and Trauma Response Network

“Empowering Youth Through the Journey of Hope and Healing”

Hospital Responses	Trainings of Community Partners	Survivors of Violence	Referrals for Service	Social Service Providers
177	32	31	36	15

* Data reflects results from January 2017 to November 2017

KCVTRN Next Steps:

- Youth Advisory Board
- Multi-Sector Quarterly Case Reviews
- Sustainability Plan to leverage resources
- Follow-Up “Closing the Murder Factory” Event



Strategy B

Work with area school districts and other organizations to expand hours of programming for the City's youth.

Hire KC Youth: 2018 Timeline

January/ February

- Kick-Off by Mayor James



February

- Internship Summit hosted by Team KC



March

- Career Fair at MCC BT Campus on the 24th from 9:00-Noon.



April/May

- HKCY Application period moves into interviewing phase and hiring



June- August

- HKCY Summer Jobs and Internship programs

Strategy C

Using the Public Health approach to reach young audience members in regard to (1) the physical realities of being a gunshot victim; (2) curfew, truancy, and the consequences; and (3) the unintended consequences of a marijuana conviction.

Health Department Communications

Youth-Driven Brand Campaign

4 Key Components

- Brand acceptance/Validation
- Influencer Messaging
- Events
- Youth Council/Ambassadors to promote the campaign to ensure reach youth demographic



<http://www.irysekc.org/>



Health Department Communications

Community Survey



Purpose of the Survey:

- ✓ Determine strategies to include in the first ever Kansas City Youth & Family Violence Prevention Plan
- ✓ Draw on community strengths and increase collaboration to create a healthier Kansas City

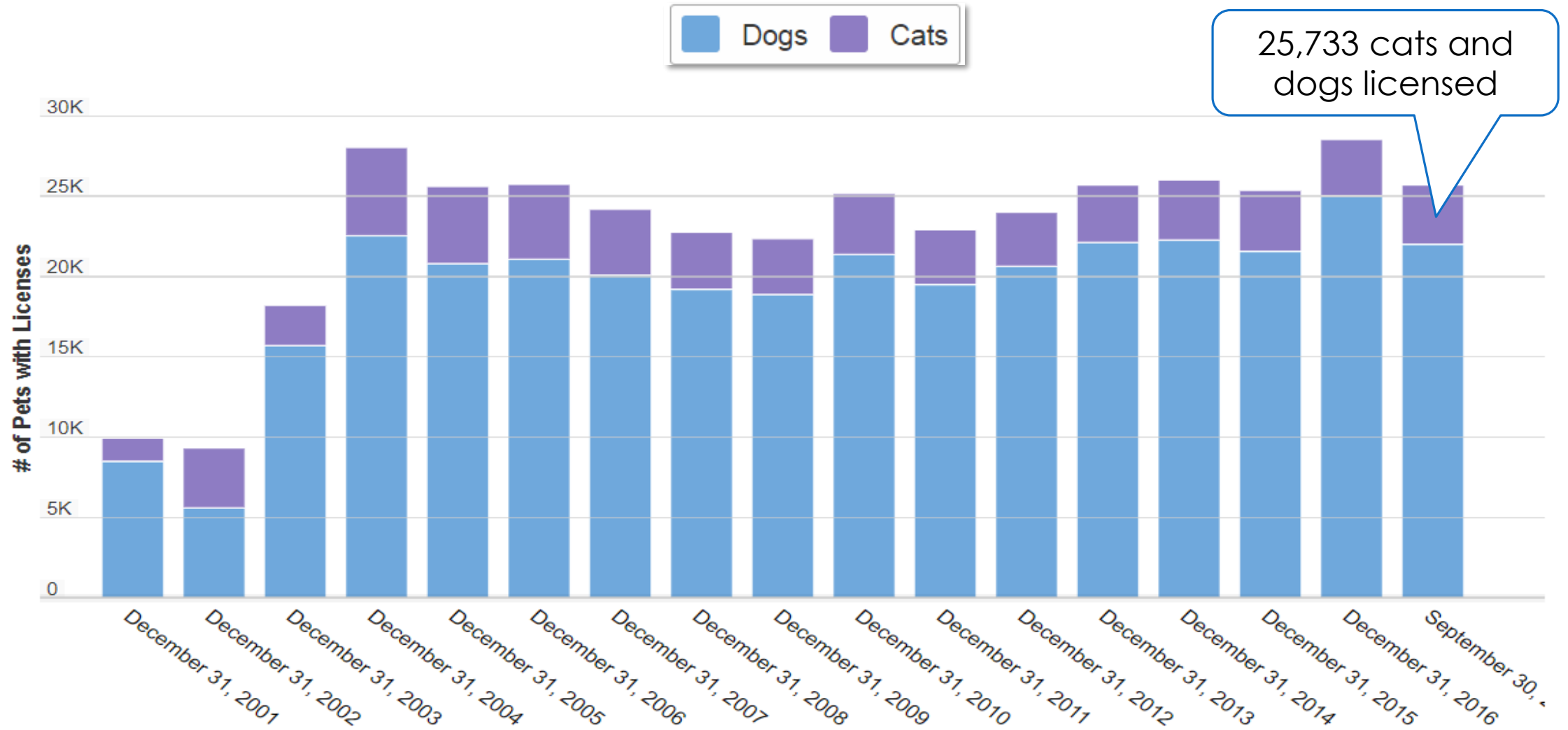
<http://kcmo.gov/health/violence-free-kc-community-survey/>

Objective 2:
**Prevent animal-related threats to
public safety and support animal
welfare.**

Strategy A

Partner with Spay Neuter of Kansas City (SNKC) to increase the percentage of currently licensed pets in the City from 11 percent to 20 percent through low-cost vaccinations, increasing locations for residents to obtain pet licenses, and increasing the number of participating veterinarian offices.

Number of KC Pets with Licenses



Percentage of Licensed Pets in KCMO



*KCMO Pet Population**

Dogs: 108,134

Cats: 118,133

*Percentage of Licensed
KCMO Pets*

Dogs: 20%

Cats: 3%

Total: 11%

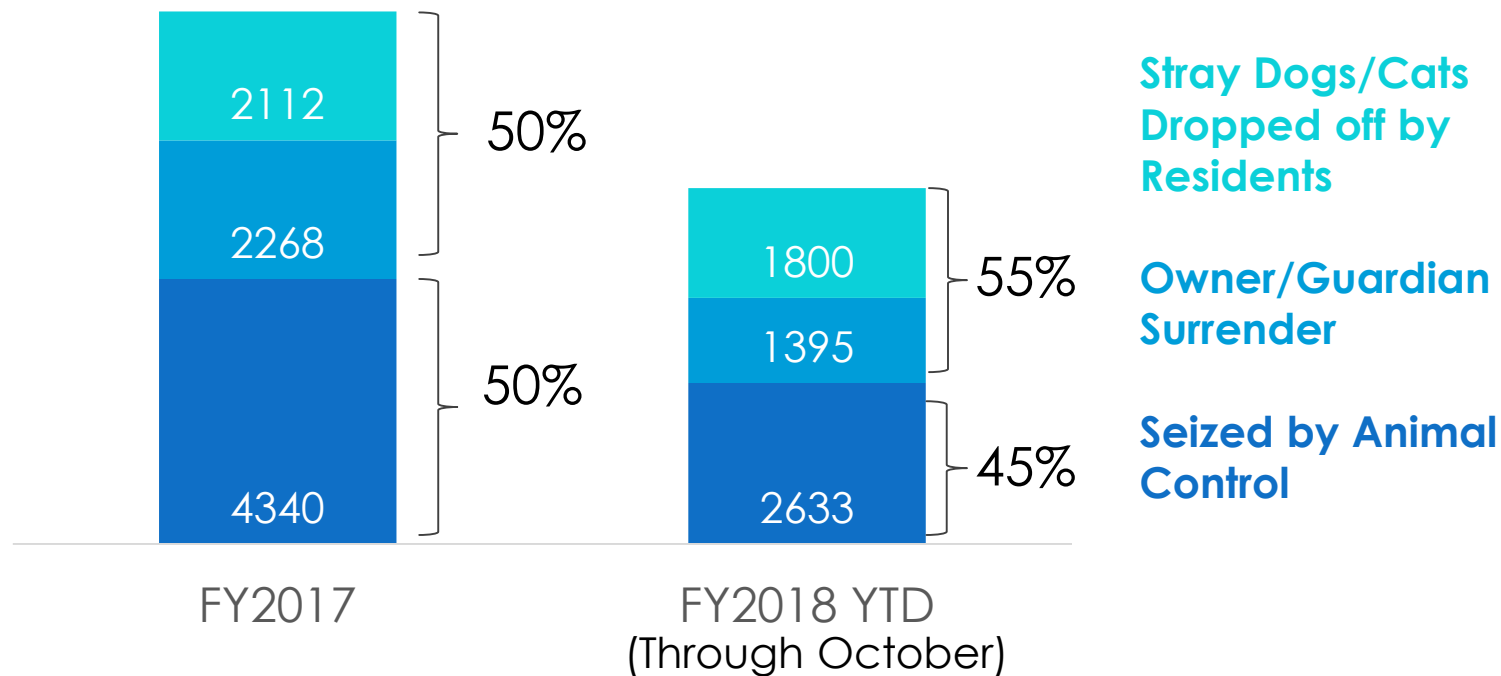
**Based on AVMA Pet Ownership Calculator*

Strategy B

Develop a plan to further improve animal response operations.

Animal Shelter Intake & Animal Control 311 Request

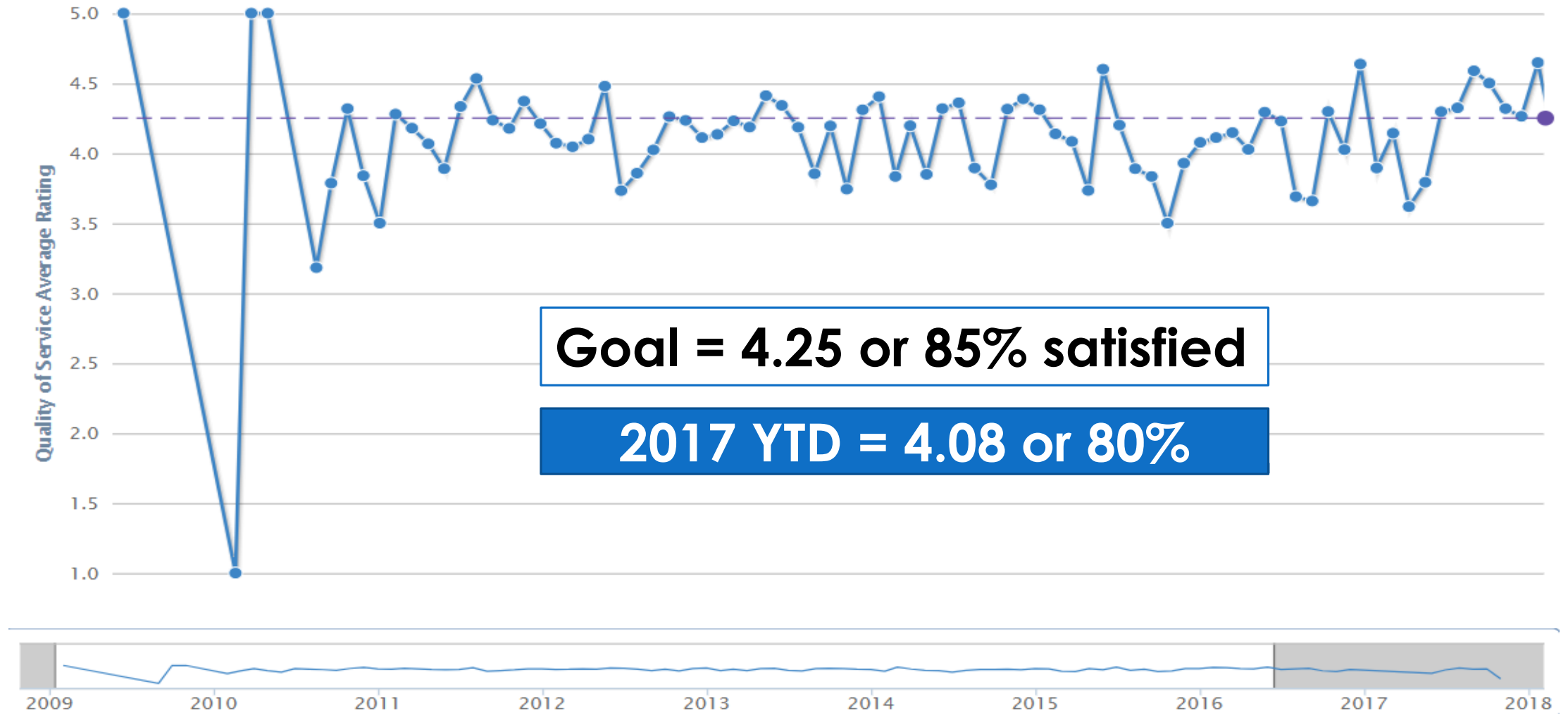
KC Pet Project Intake



Overall Breakdown of Animal Control 311 Requests by Type:

- 61%** Strays
- 16%** Cruelty or Neglect
- 11%** Wildlife
- 12%** Other Issues

311 Customer Satisfaction With Animal Control



Citizen Satisfaction with Animal Control

41 Percent of citizens satisfied with enforcement of animal code
Current as of May 2017

▶ **43** Percent of citizens satisfied with enforcement of animal code
Jul 2018 Target

FY18
Midyear
= **37%**



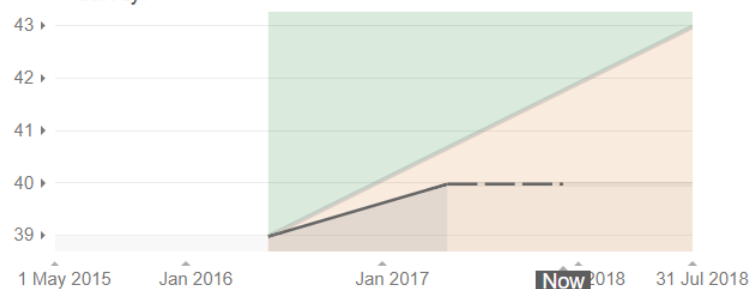
On Track

✗ Percent of citizens satisfied with
customer service provided by animal
control officers

40
percent

[Explore the data](#)

This goal is measured by tracking customer service
provided by animal control officers via the quarterly citizen
survey.



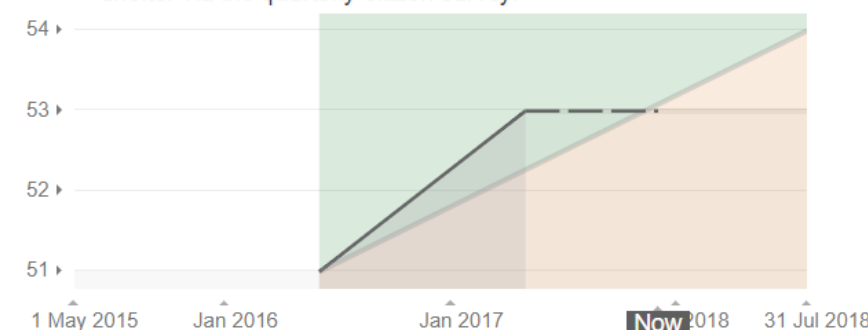
FY18
Midyear
= **38%**

✓ Percent of citizens satisfied with
operations of the animal shelter

53
percent

[Explore the data](#)

This goal is measured by tracking operations of the animal
shelter via the quarterly citizen survey.



FY18
Midyear
= **50%**

Animal Health Performance Audit

Background

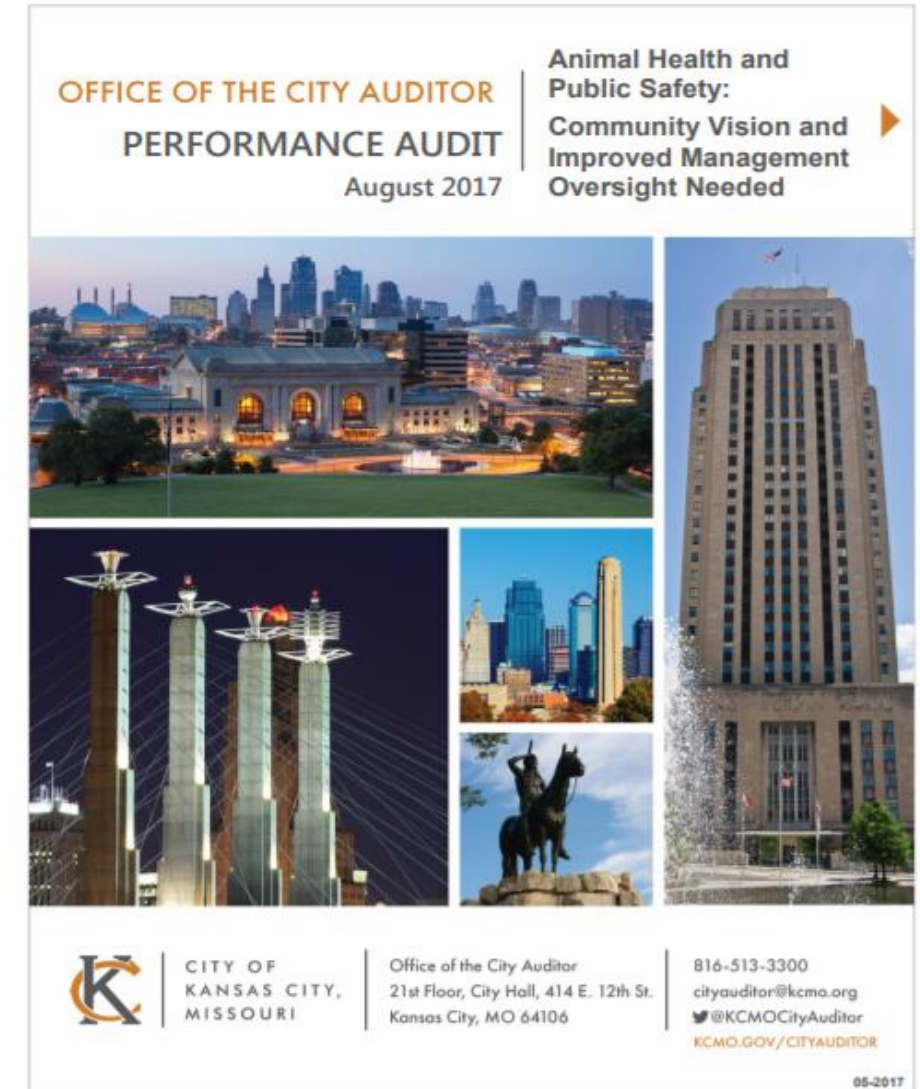
- Completed by the Office of the City Auditor in August 2017

Audit Focus

- Has the Animal Health and Public Safety Division implemented processes and provided training consistent with recommended practices?

Recommendations Summary

- Improving the working relationship between Animal Health and Public Safety and KC Pet Project
- Remediating animal code violations and documenting investigations consistently
- Analyzing performance data to provide accountability and assist in managing resources
- Providing consistent and ongoing training



Full Audit Report – <http://kcmo.gov/cityauditor>

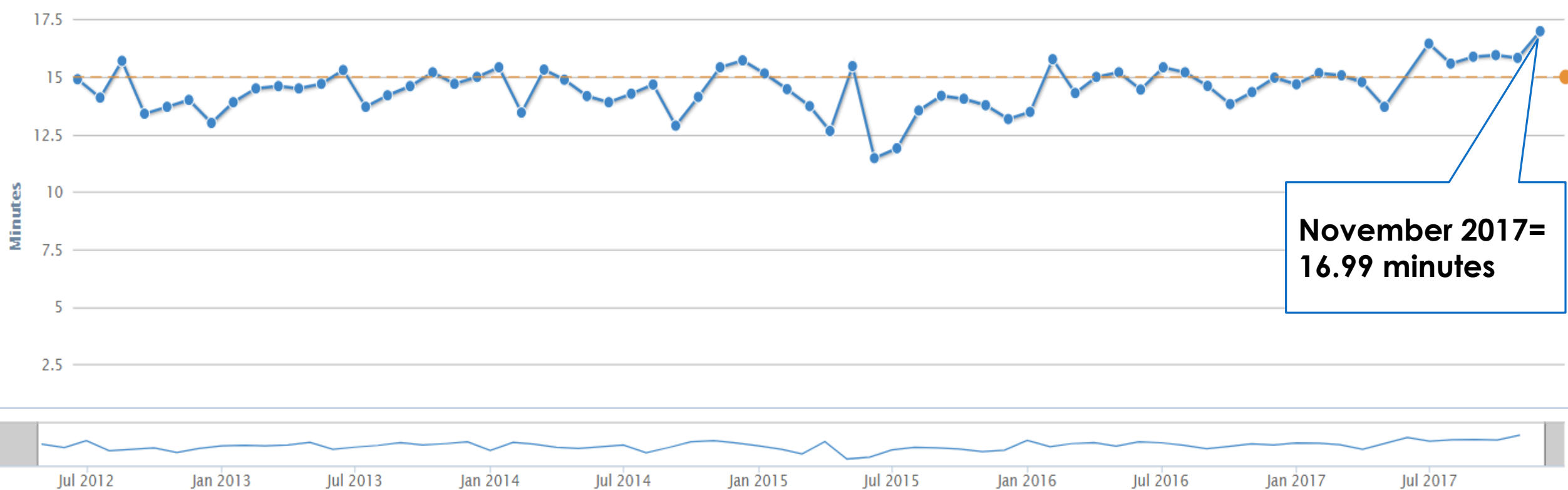
Animal Health and Public Safety Response Time Performance Measures

Response to Calls for Service – 3 Segments



Animal Control Response Time

■ Median time (minutes) to respond on complaint ---- Target (Median of 15 minutes)



November 2017= 16.99 minutes

Note: The calculation for the median time changed in June 2017 going forward based on the recommendations of the audit and updates to the data reporting

Strategy C

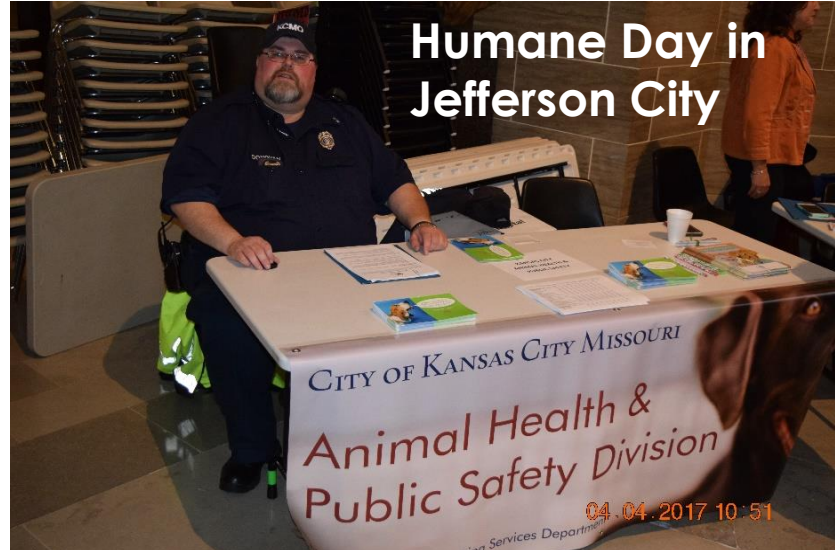
Engage pet owners in responsible pet ownership through education and Public Service Announcements.

Public Education

Post Office Presentation



Humane Day in
Jefferson City

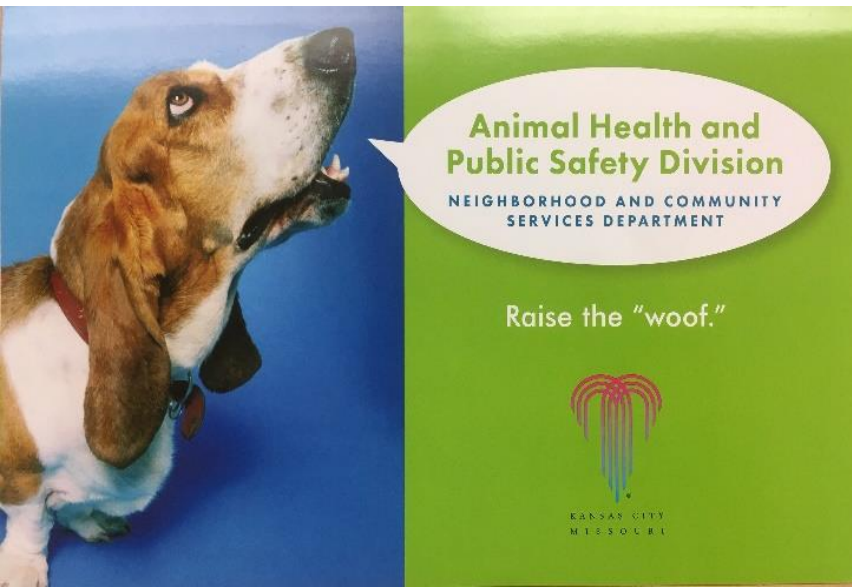


Animal Care Summer heat tips:
<https://www.youtube.com/watch?v=4rCusfBE3TE&t=5s>

Animal Care Winter heat tips:
<https://www.youtube.com/watch?v=ltm1p9aYzCo>

Profiles on Animal Control
Officers:
<https://www.youtube.com/watch?v=gcWfGZEAXrw>

"Day in the Life" of an animal
control officer:
<https://www.youtube.com/watch?v=SprFH7LY3eo&t=6s>



School Presentation



Spay and Neuter Kansas City



Spay and Neuter Kansas City offers an affordable spay and neuter program to help families in need.

Focus is on 12 zip codes in the KCMO urban core that account for nearly **80%** of animal control calls. Over **20,000 pets** are served each year.

City of KCMO Cooperative Agreement with Spay and Neuter KC:

- **2,000** spay/neuters per year (Approximately **10,000** spay & neuter surgeries are performed in KCMO per year)
- Process at least **1,000** pet license applications per year
- Provide and present **1,200** educational and outreach programs and individual instructions

Objective 3:
**Evaluate and identify areas of
opportunity in the emergency
response delivery system to ensure
the best possible patient
outcomes.**

Strategy A

Measure the impact and effectiveness of the Kansas City Assessment and Triage Center (KC-ATC).

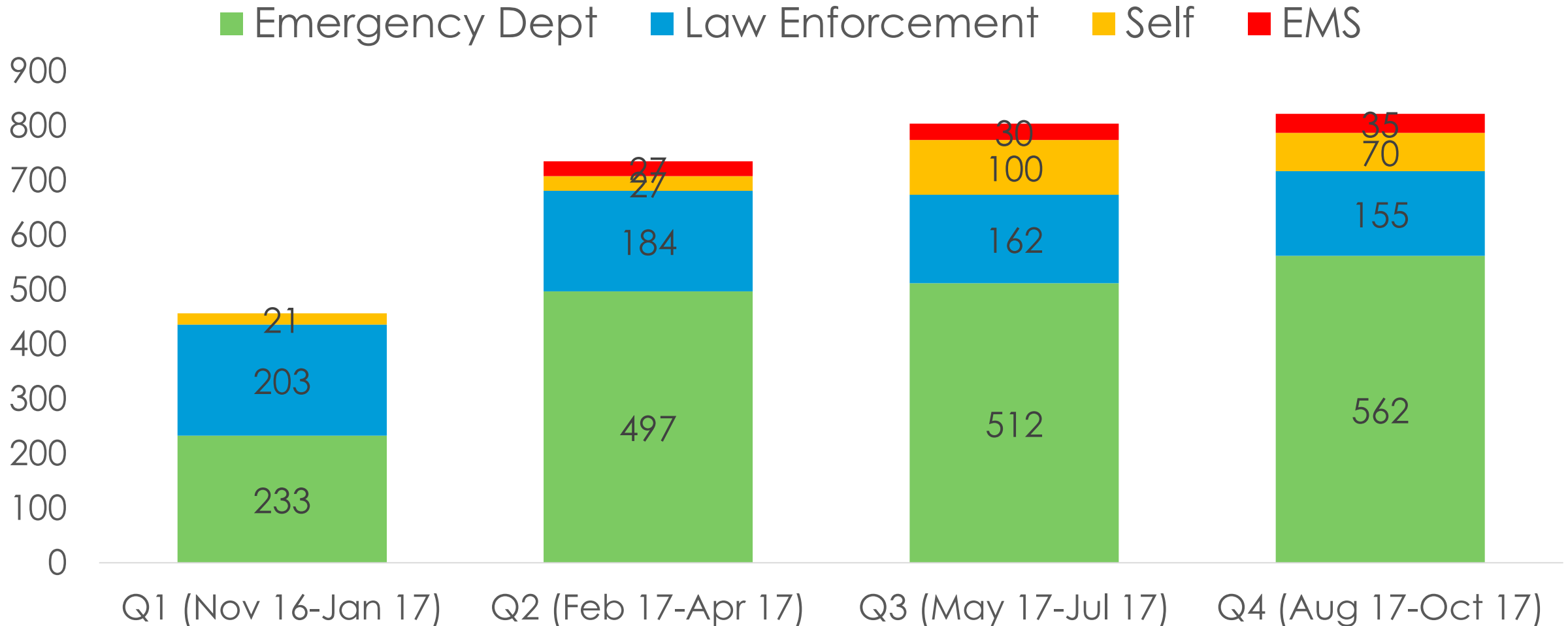
Kansas City Assessment and Treatment Center (KC-ATC) Annual Report

- Draft report is complete, covering first year of operations (10/31/16 – 10/31/17)
- Evaluation asked the question: “What evidence is there that the KC-ATC successfully diverts individuals experiencing a mental health or substance use crisis from the jail and emergency departments by connecting people to housing and services?”
- Project outcomes were identified in the areas of utilization/cost, clinical outcomes, and client characteristics.
- Report analysis included analysis of program data as well as qualitative data collected from two focus groups with previous KC-ATC clients and seven interviews with law enforcement partners

Intake at KC-ATC by Source

(October 31, 2016 – October 31, 2017)

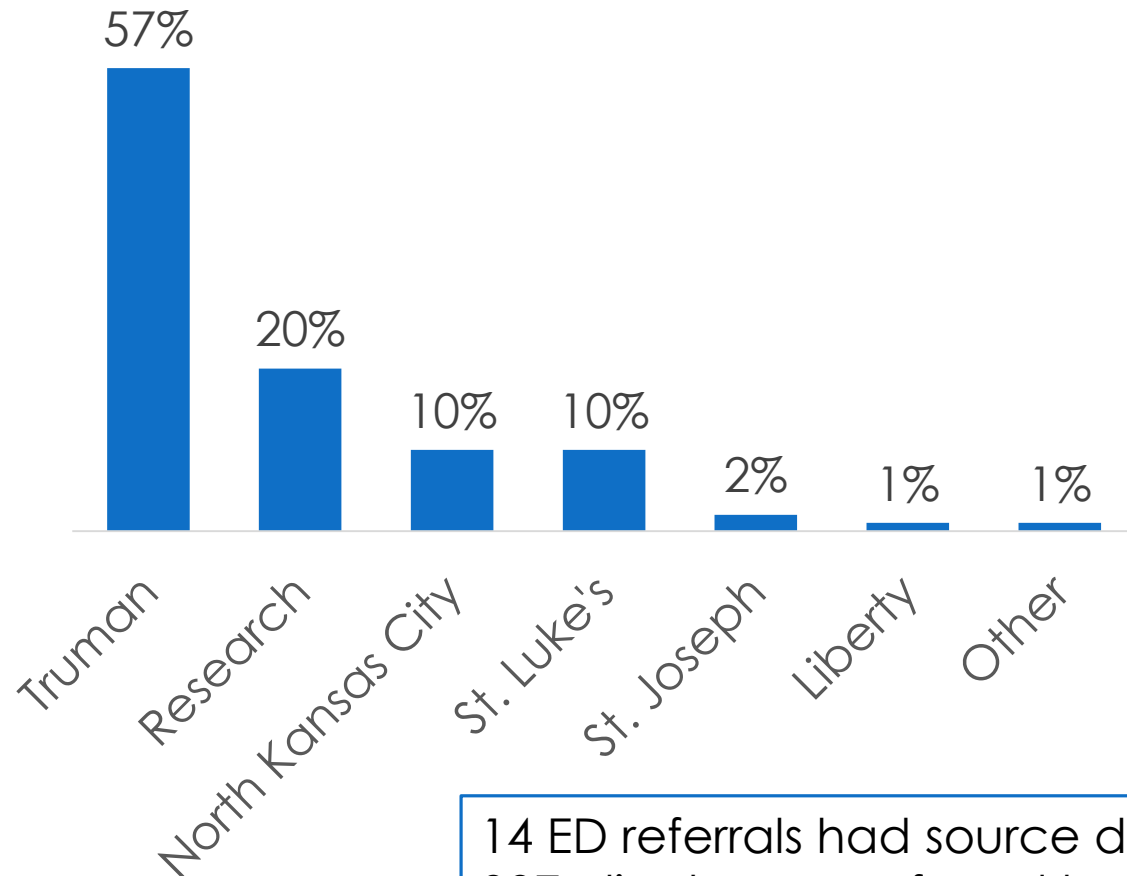
2,818 total clients in timeframe



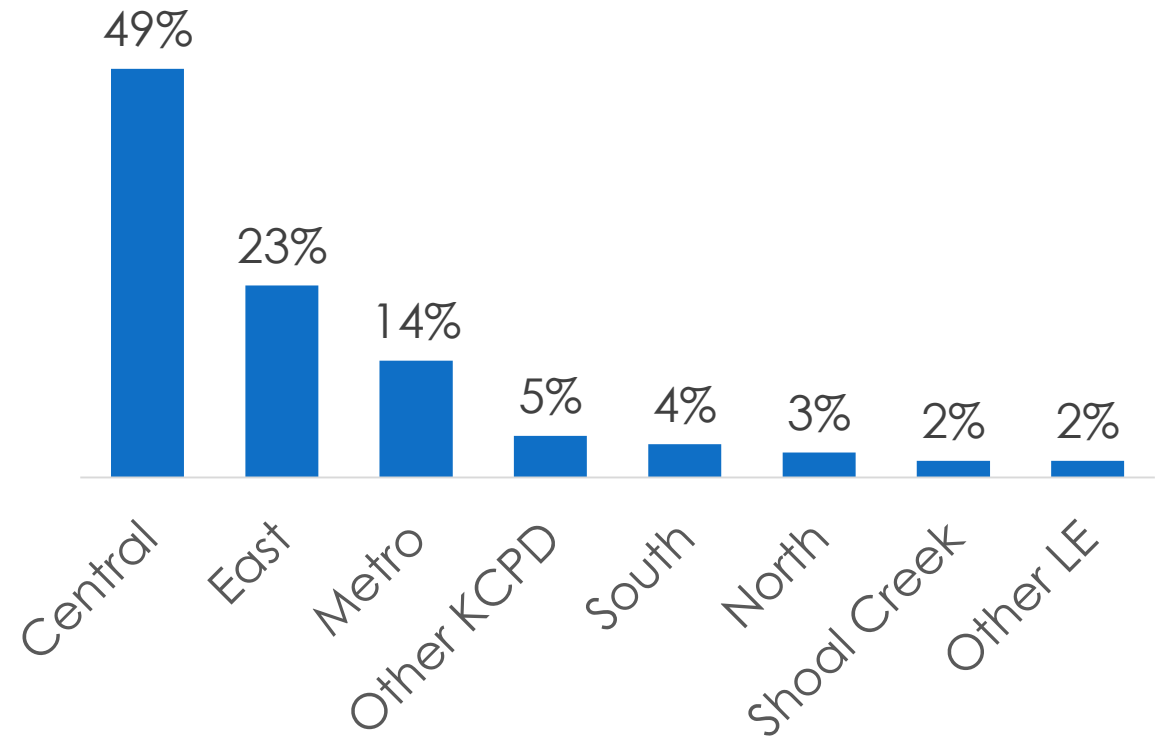
Source of Clients for KC-ATC

(October 31, 2016 – October 31, 2017)

64% from Emergency Departments



25% from Law Enforcement



14 ED referrals had source data missing
387 clients were referred by EDs but did not show to the ATC
119 clients were discharged back to an ED

Client Characteristics

(October 31, 2016 – October 31, 2017)

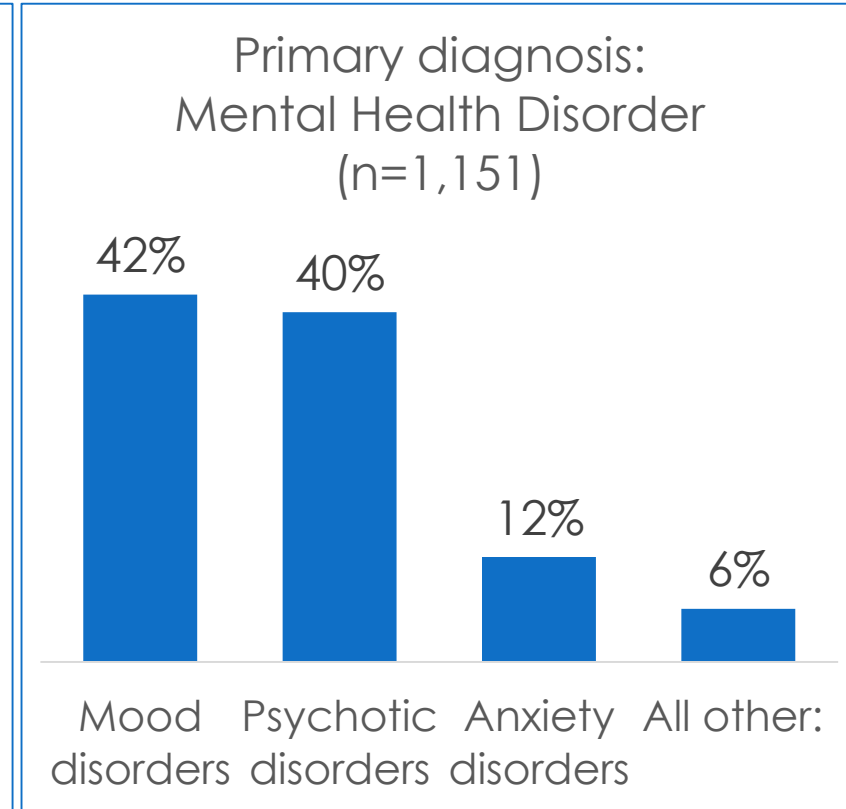
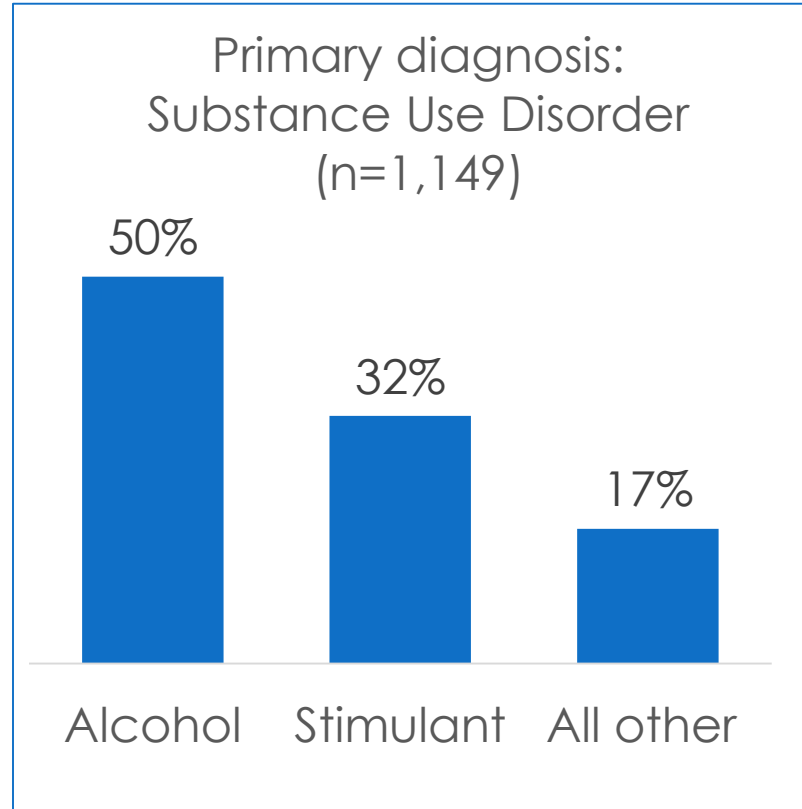
2,818 clients served

73% male

65% homeless

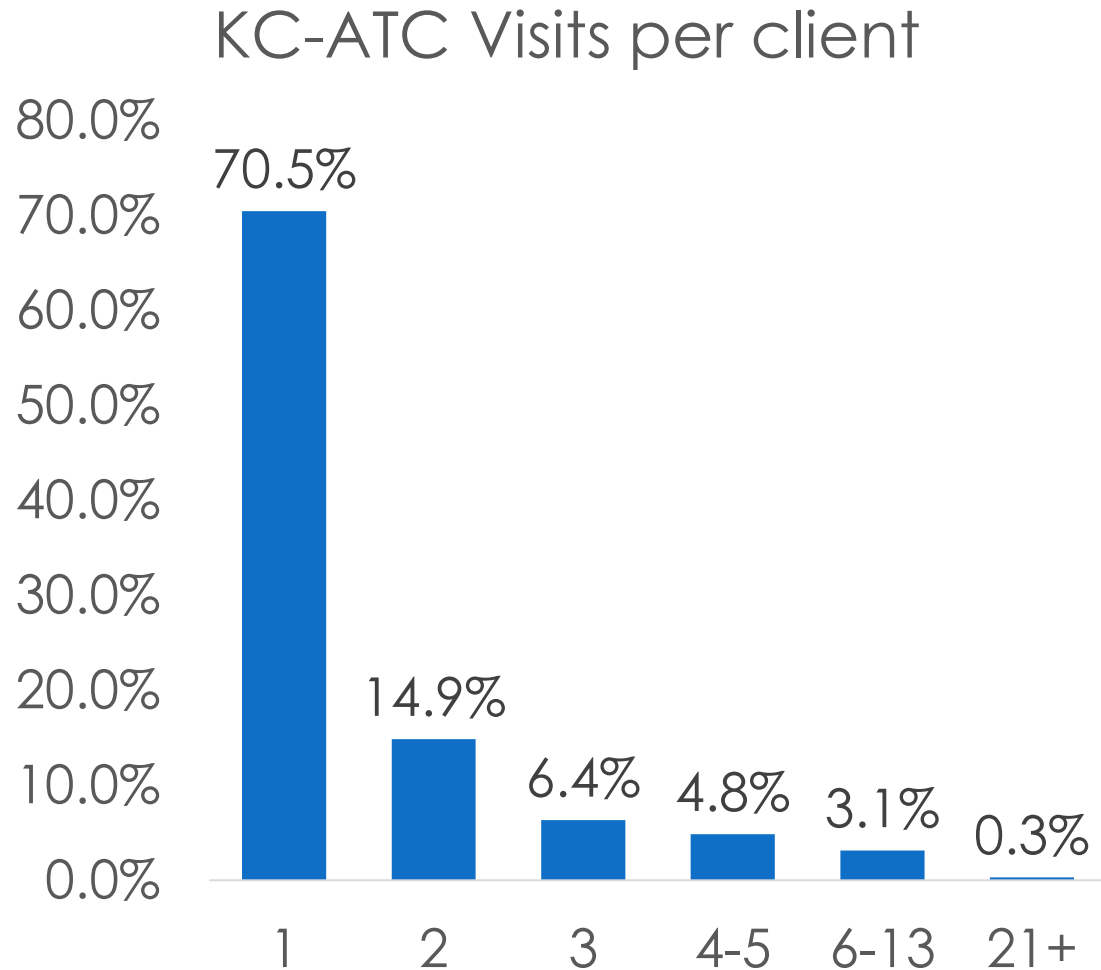
65% unemployed

77% uninsured



Age	17-24	25-35	36-45	46-55	56-65	65+
	10%	28%	27%	21%	12%	1%

Client Recurrence



An analysis was completed of Truman ED patients to show their use of the Truman ED in the three months before and after visiting the KC-ATC.

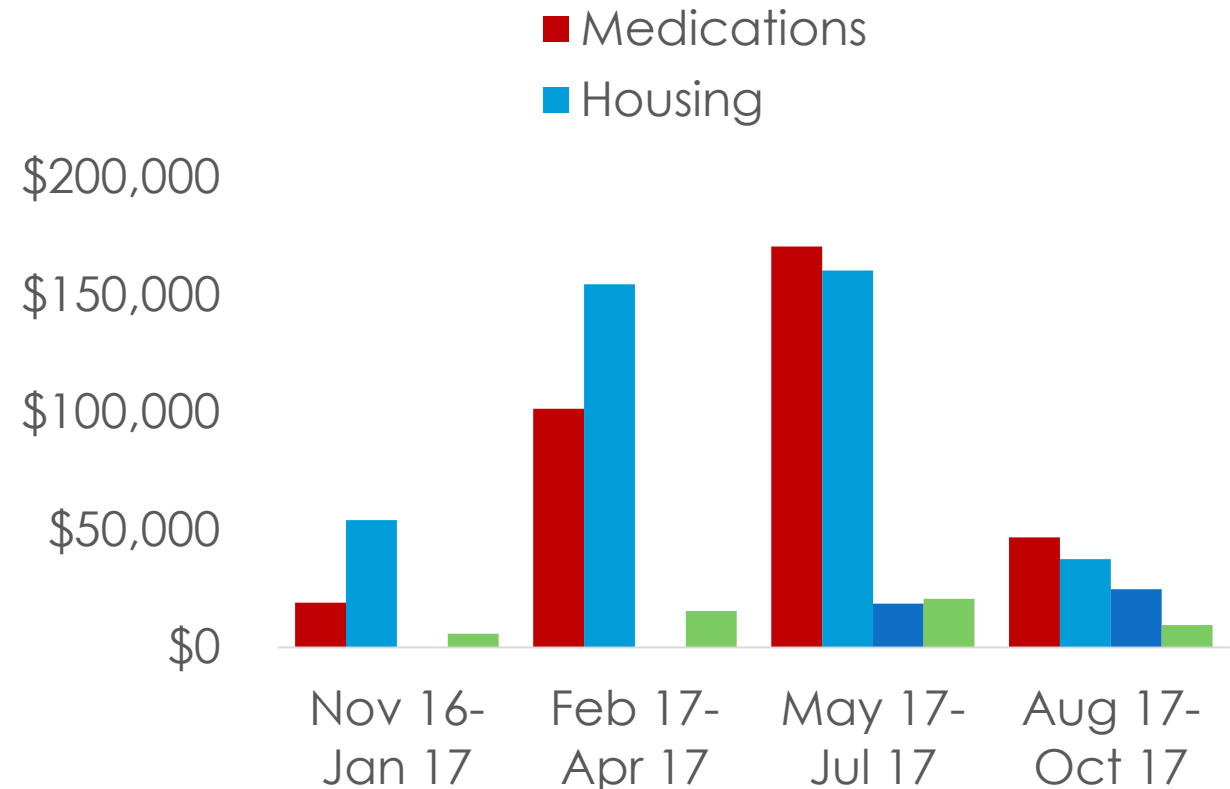
More than half of Truman clients saw a decrease in visits to the Truman ED after their KC-ATC visit; overall there was approximately an 11% decline in total number of visits for this client population.

For the top 5 users of the Truman ED, number of visits to the Truman ED dropped by between 35% and 92%.

Case Management Support

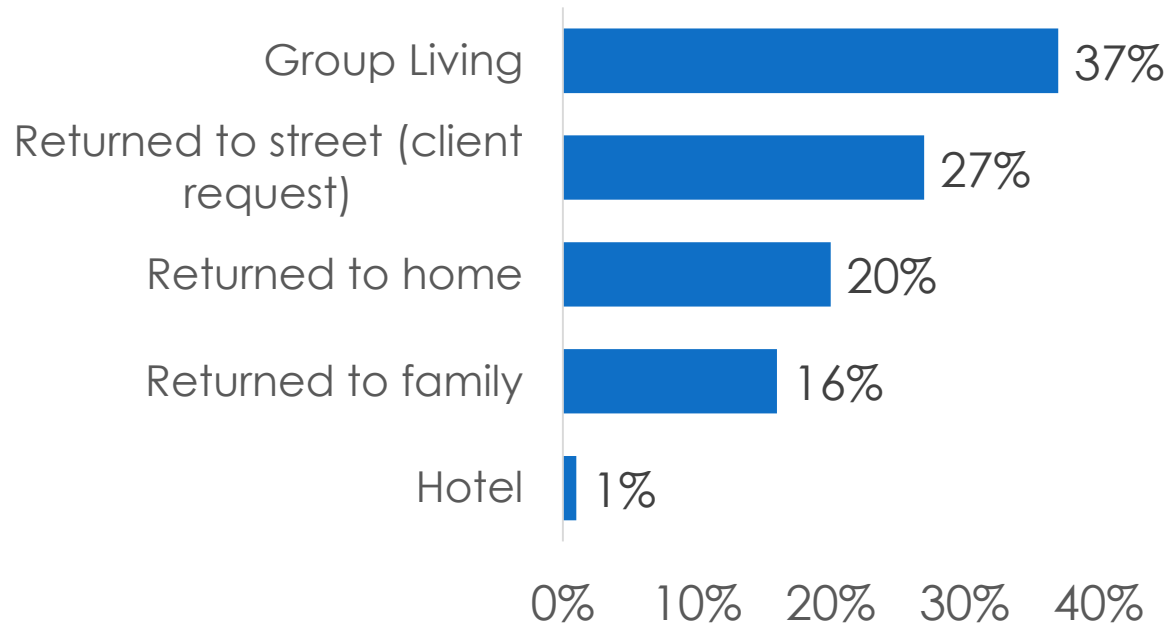
- Case management was initiated for 642 clients.
- For 192 clients who had been discharged from case management by October 2017, 97% of their referral needs were met.
- Most common referral needs = housing, psychiatric medication, substance abuse treatment, Medicaid, transportation, and food.
- Flex Funds were used to support medications, housing, and transportation needs for 996 total unduplicated clients (see chart). Most funding is provided by the state Department of Mental Health, which had its budget cut by 50% as of July 1.

Flex Fund Spending for Follow-up Support



Housing Support and Client Feedback

Housing Discharges for all Clients



Of the 192 clients completing case management:

- **64%** had their housing situations improve, primarily from being homeless to being housed.
- **20%** maintained their already stable housing
- **15%** remained homeless or status unknown

KC-ATC Client feedback from focus groups:

- Staff is proactive, efficient, detail-oriented, caring, and thoughtful
- Sleep and food are critical
- Access to medication works well
- KC-ATC is life-saving

Next Steps

- As of November 1, 2017, 6 new hospitals have started sending patients (Centerpoint, St Mary's Blue Springs, St Luke's Lee's Summit, Truman Lakewood, Lee's Summit Medical, Belton Regional Medical Center)
- Additional data will be used to understand whether there is value in creating a second location
- Participating hospitals are entering year two of their two-year pilot funding and will be determining their ongoing operational support

Strategy B

Implement the Ground
Emergency Medical
Transportation (GEMT) program
that provides supplemental
reimbursement for ambulance
services to Missouri HealthNet
participants.

Ground Emergency Medical Transportation (GEMT)

What is GEMT?

- GEMT legislation sets forth the State of Missouri to submit a Medicaid State Plan Amendment (SPA) to enable public providers of pre-hospital emergency ambulance services to claim supplemental federal funds.

Recovered Costs

- Providers can recover 63% of the uncompensated costs associated with providing emergency ambulance care and transport to Medicaid patients.

Legislation

- In Missouri, Medicaid State Plan Amendment 17-009 was submitted to the Center for Medicare and Medicaid Services (CMS) on September 29, 2017. CMS may approve, deny, or reply with clarifying questions by December 29, 2017.

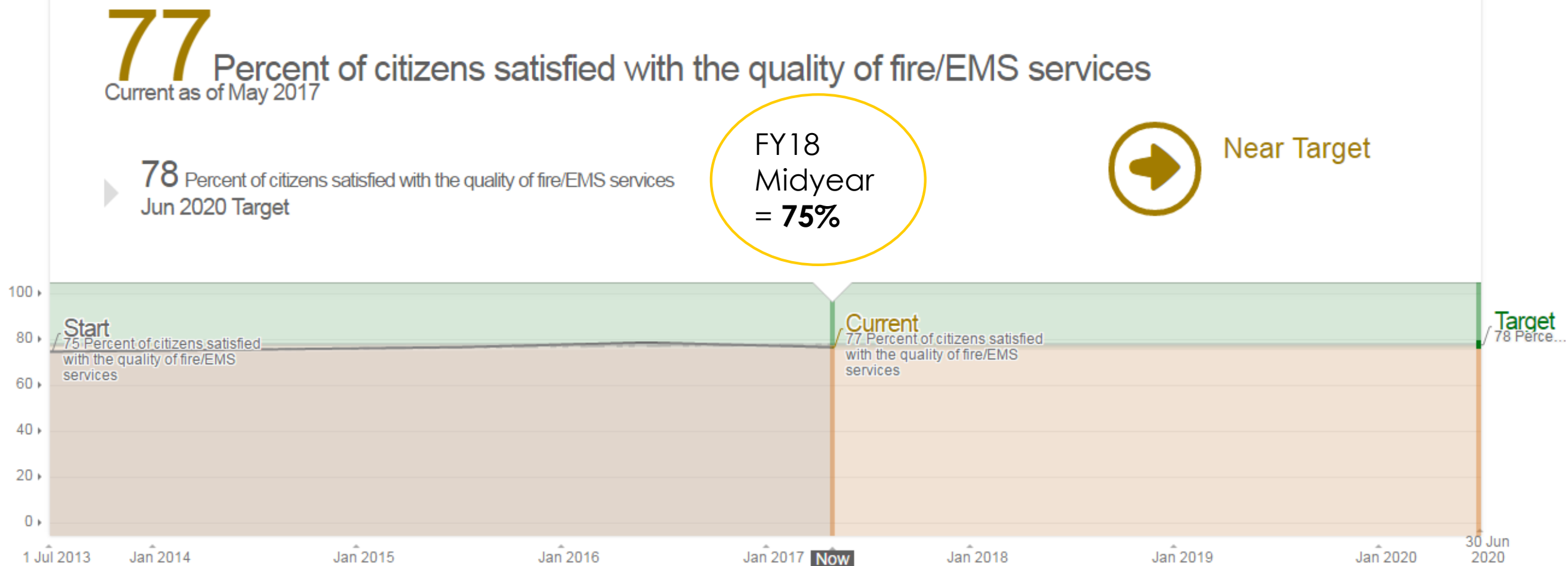
Policy Support

- The City of Kansas City, Missouri and the City of St. Louis, Missouri each entered into a \$135,000 contract with MAFC to support SPA development.

Strategy C

Provide an ongoing series of courses on CPR and other life-saving techniques throughout the City in order to improve the cardiac survival rate.

Citizen Satisfaction With Fire/EMS Services



FY18 Midyear Results:

- Satisfaction with Quality and Timeliness of EMS Response are unchanged.
- Satisfaction with the Quality and Timeliness of the Fire Department's rescue and emergency response services are slightly down (between 1.5%-3.5%).

KCFD Pulsepoint

KC region launches PulsePoint app



How it works

PulsePoint alerts users to nearby people in need.

A 911 operator activates the app simultaneously with the dispatch of local fire and EMS resources.



1 SCA victim in need.



2 911 operator sends PulsePoint alert.



3 Signal received by nearby PulsePoint users.

The app directs users to the victim's location so they can begin hands-only CPR while first responders travel to the scene.

The app also gives locations of nearby AEDs.



4 Users rush to help victim before first responders arrive.



KCFD



JOHNSON COUNTY
KANSAS

ctia Wireless Foundation™

MARC
MID-AMERICA REGIONAL COUNCIL

KCFD PulsePoint Stats



4,268

KCFD PulsePoint followers

55%

KCFD Followers with CPR alerts enabled

321

Sudden Cardiac Arrests Incidents
August-November 2017

36

CPR Alerts Sent to KCFD Followers
August-November 2017



Other PulsePoint Notification Types:
(KCFD folowers, as of October 2017)

- Structure Fire - 1373 followers
- Working Structure Fire – 1265 followers
- Vegetation Fire – 216 followers
- Working Vegetation Fire – 255 followers
- Traffic Collision – 635followers
- Traffic Collision Expanded – 676 followers
- Technical Rescue – 627 followers
- Hazmat Response – 546 followers
- Water Rescue – 658 followers
- Disaster – 803 followers
- News – 345 followers
- CERT – 303 followers

KCFD HeartSafe CPR Training

What is HeartSafe?

- Public initiative to increase the chance of survival for those who experience sudden, out-of-hospital cardiac arrest or heart attack

Heartsafe Trains Residents To:

- Check for response
- Call 911
- Administer hands-only CPR. Compress 100 times a minute
- Understand the warning signs and symptoms of heart attacks

HeartSafe Training Information

- www.HOAHeartSafe.org

Sudden Cardiac Arrest

What it's NOT

Sudden cardiac arrest (SCA) is **NOT** a heart attack. A heart attack occurs when blood supply to the heart muscle is blocked, but the heart keeps beating. The patient is awake and breathing.

What it is

Triggered by a malfunction in the heart's electrical system, SCA occurs when the heart stops pumping blood to the brain and vital organs. Within seconds, the person loses consciousness and has no pulse.

The Facts

SCA strikes about
350,000
people in the U.S. every year.



SCA can strike suddenly...

**ANYONE
ANYWHERE
ANYTIME**

even if they appear healthy.

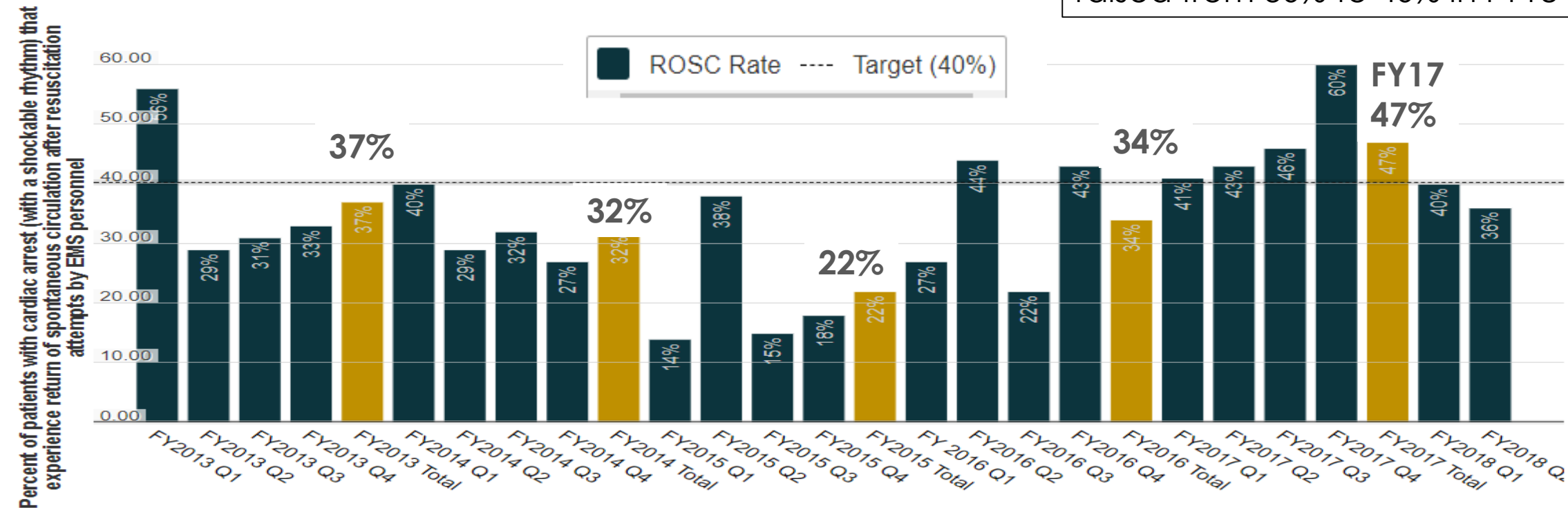
Fewer than 10% of people who suffer SCA survive.



Without oxygen, brain damage starts to occur within just 3 to 5 minutes.

Patient Outcomes From EMS Care: Return Of Spontaneous Circulation (VF/VT Only)

Note: The current target was raised from 30% to 40% in FY18



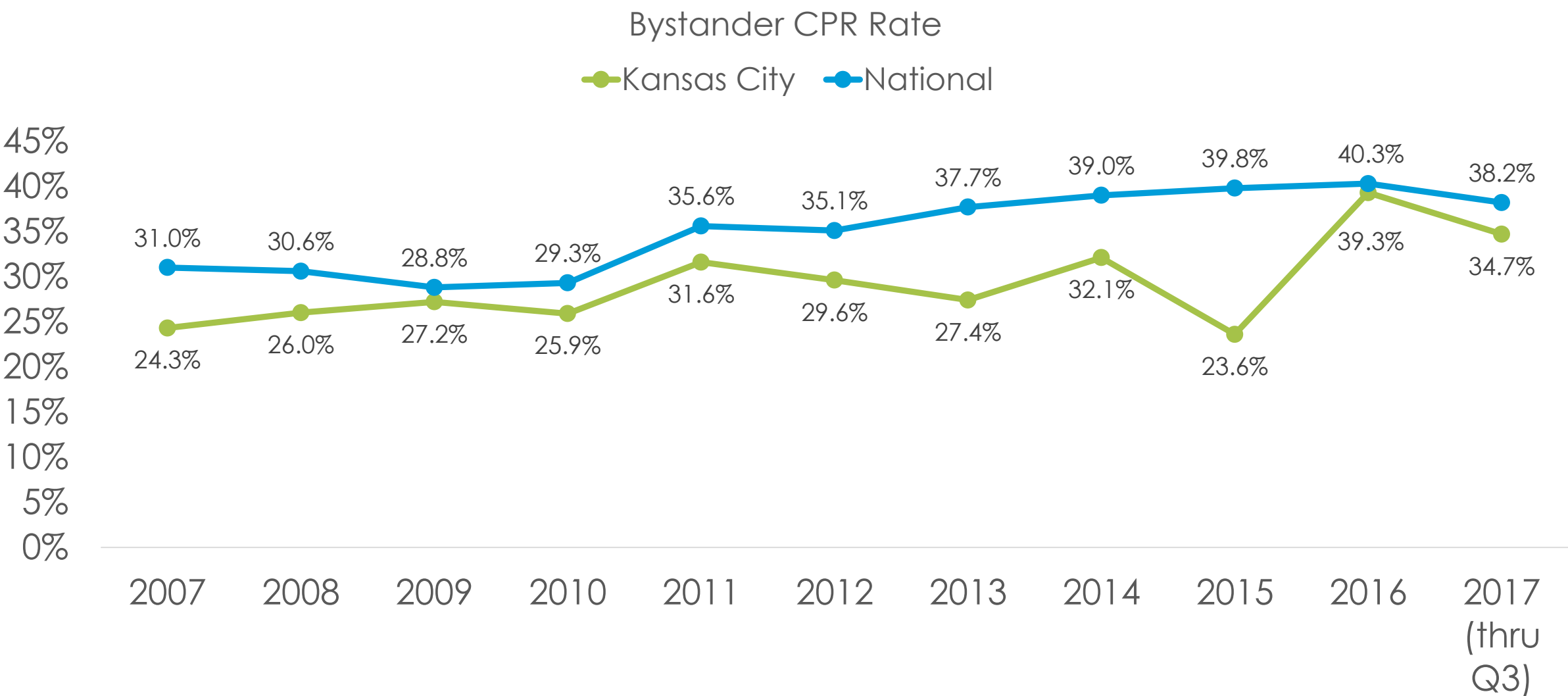
Definition of ROSC-Return of Spontaneous Circulation, i.e. return of a pulse:
EMS brought patient to hospital with a pulse, not that they eventually left the hospital alive

Cardiac Arrest Survivability By Category

Cardiac Arrest Category	2011	2012	2013	2014	2015	2016	2017 Natl Avg Thru Q3 (unaudited)	2017 Thru Q3
Cardiac Etiology w/ Resuscitation Survival Rate	11%	9%	7%	6%	8%	8%	7%	11%
Bystander Witnessed Survival Rate	22%	14%	13%	9%	14%	12%	12%	18%
Unwitnessed Survival Rate	6%	4%	3%	0.5%	1%	3%	3%	5%
Utstein Survival Rate	28%	34%	26%	21%	33%	29%	25%	32%
Utstein Bystander Survival Rate	23%	44%	38%	29%	52%	32%	28%	32%

Source: Office of EMS Medical Director

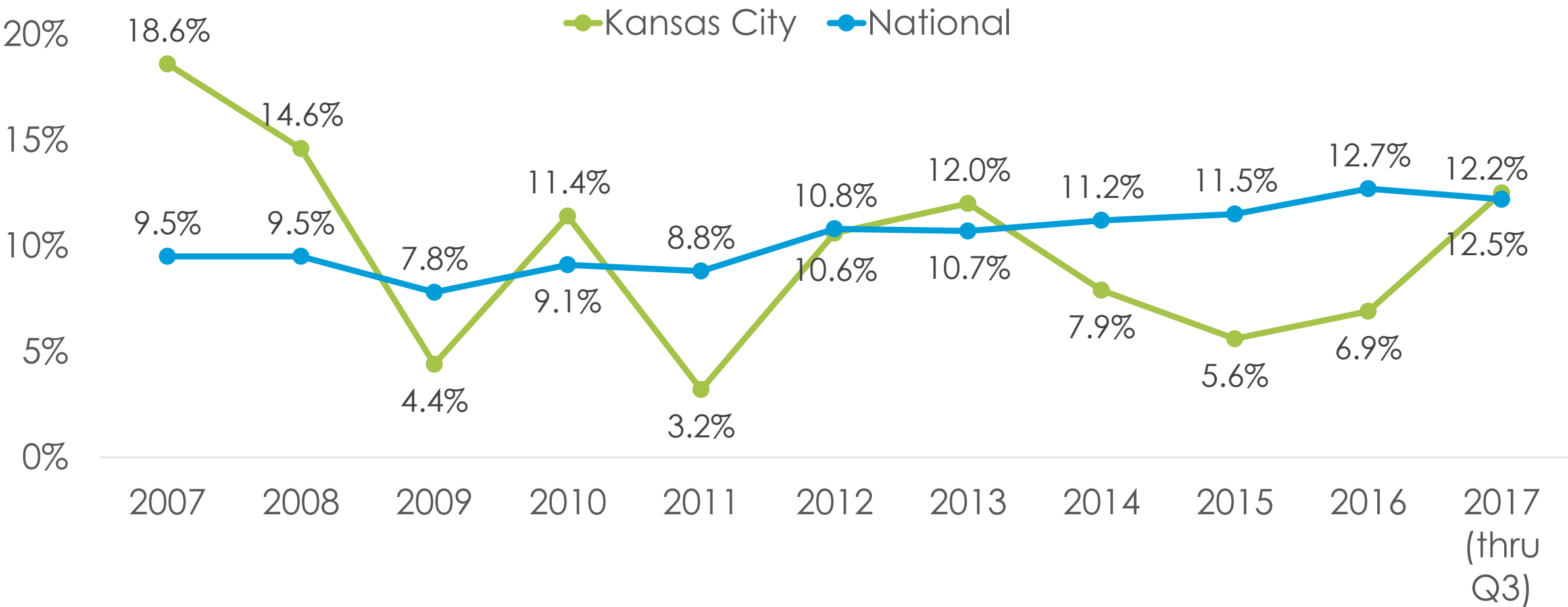
Bystander CPR Rate: KC v. Nation



Source: Office of EMS Medical Director

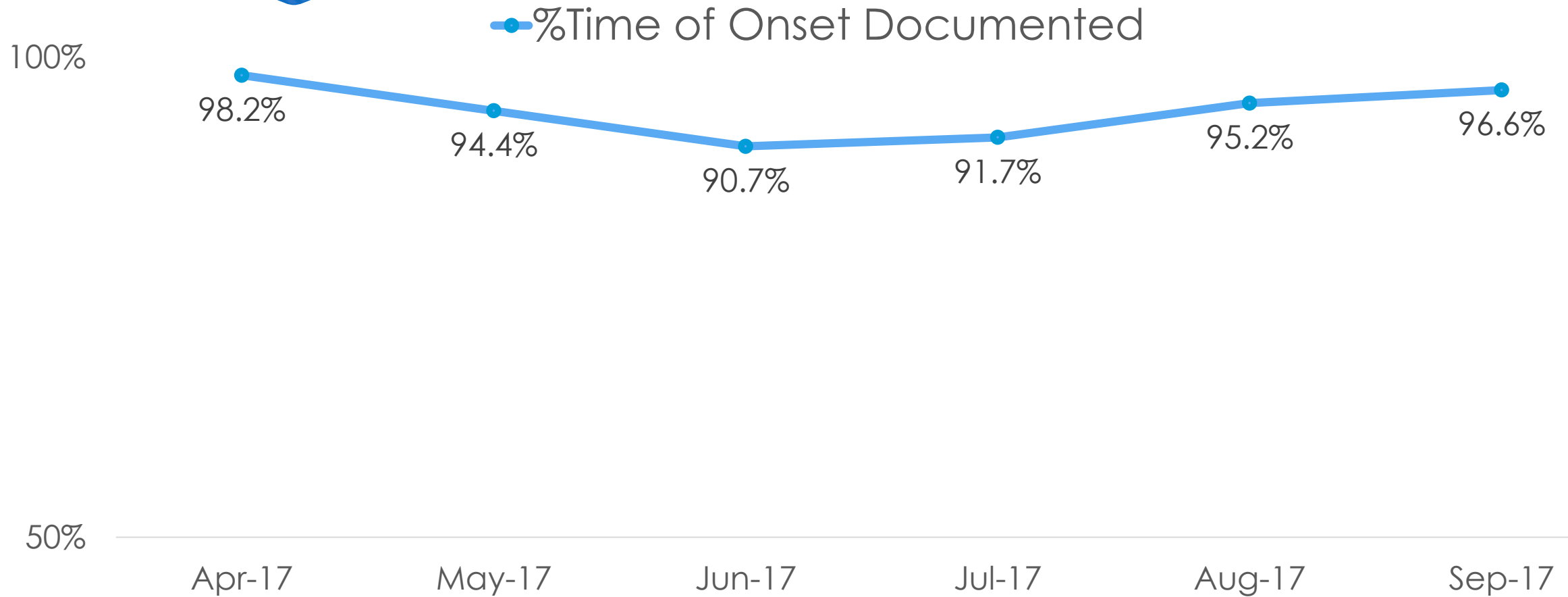
Public AED Rate: KC v. Nation

Percentage of presumed cardiac caused cardiac arrests in which the public utilizes an Automatic External Defibrillator (AED)



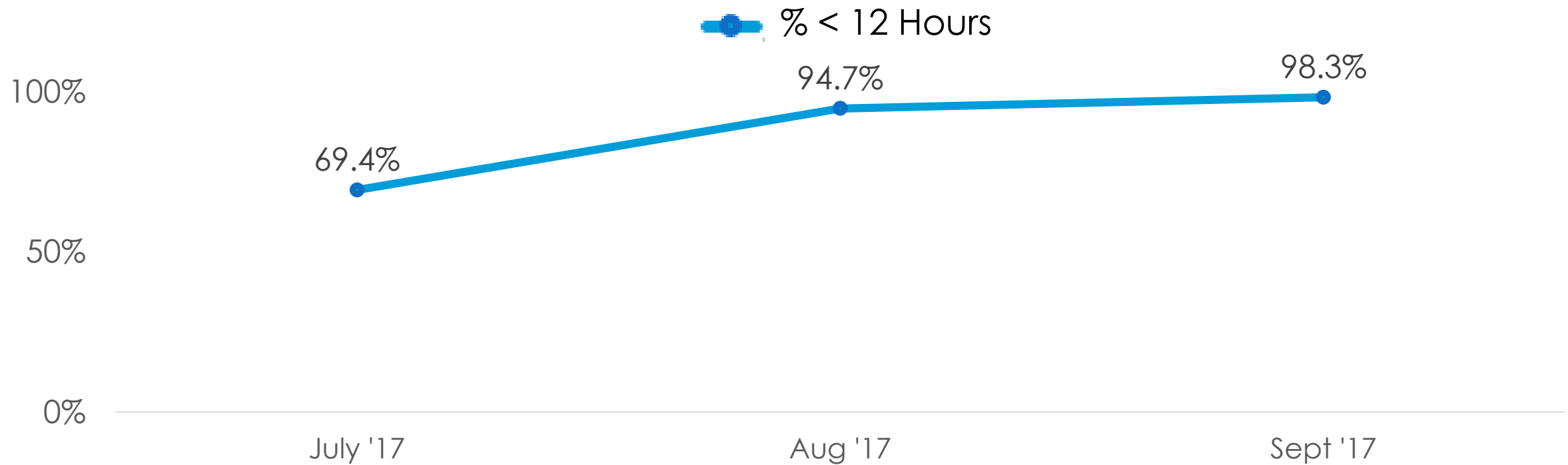
Source: Office of EMS Medical Director

Stroke: Time of Onset/Last Seen Normal



Why this matters: This is how EMS records the “time of onset” of stroke symptoms; it is crucial for determining if a patient can receive the “clot-busting” medication or a “clot retrieval” technique for a larger blood vessel occlusion.

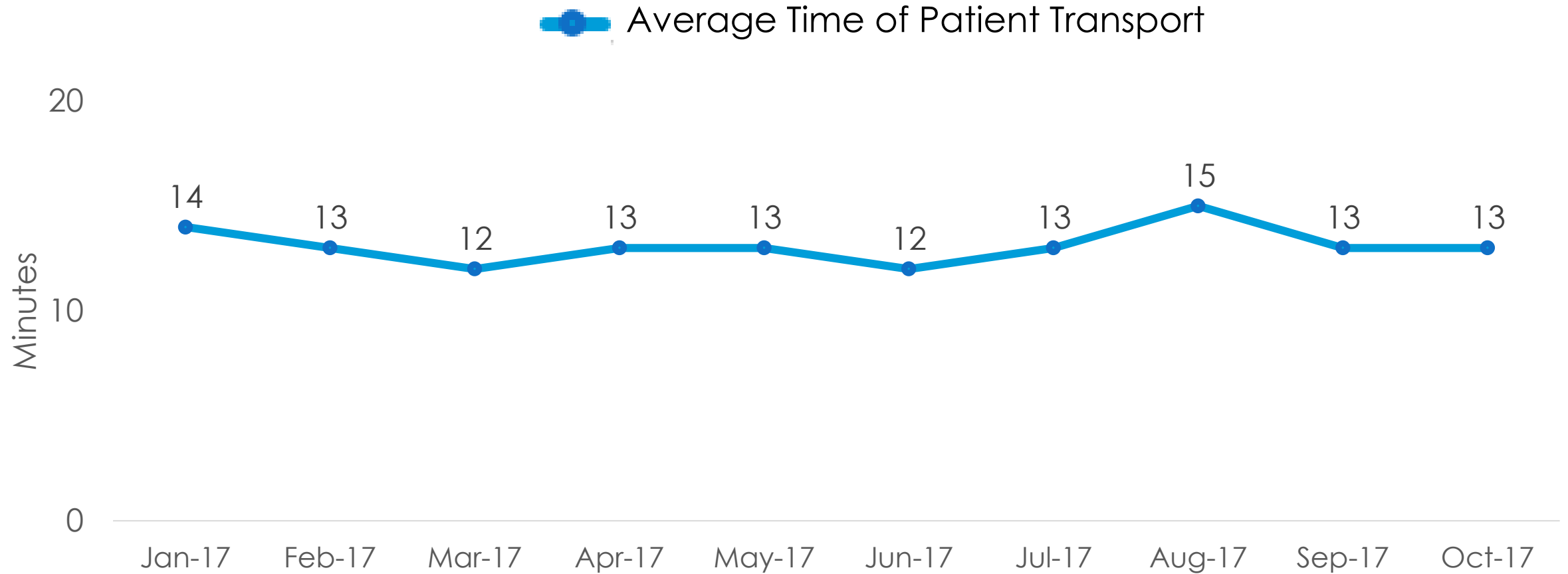
Stroke: Correct Destination Based on Known Time of Onset/Last Seen Normal



Note: EMS updated this protocol in July 2017 to transport stroke patients whose symptoms are <12 hours onset directly to Comprehensive Stroke Centers in order to more rapidly get patients to the most advanced and definitive available stroke care.

Why this matters: Ensures patients arrive at a hospital that is able to rapidly initiate the appropriate stroke therapy whether utilizing the clot-busting medication (tPA), or a “clot retrieval” technique for a larger blood vessel occlusion.

Stroke: Average Transport Times



Health Data Exchange (HDE)

What is HDE?

- HDE is a bidirectional data interface platform that connects KCFD's ePCR to hospital records of patients that KCFD transports

HDE Benefits

- The Health Data Exchange allows hospital staff to see our ePCR and KCFD can see the hospital record of the patient.

Participating Hospitals

- HCA
- St. Luke's
- Children's Mercy
- KU Med



Strategy D

Develop initiatives to reduce the number of chronic users of emergency response services.

High Utilizer Program BACKGROUND

Extremely frequent users of Kansas City's EMS System pose a significant strain on the prehospital system in terms of **manpower, ambulance availability**, as well as **financially**. As a group, they can account for **thousands** of calls per year.

There is significant overlap between frequent utilizers of the **EMS system** and frequent utilizers of **local hospital emergency departments**.

1,200

Number of Times the Top 10 users of the EMS system were transported in 2016

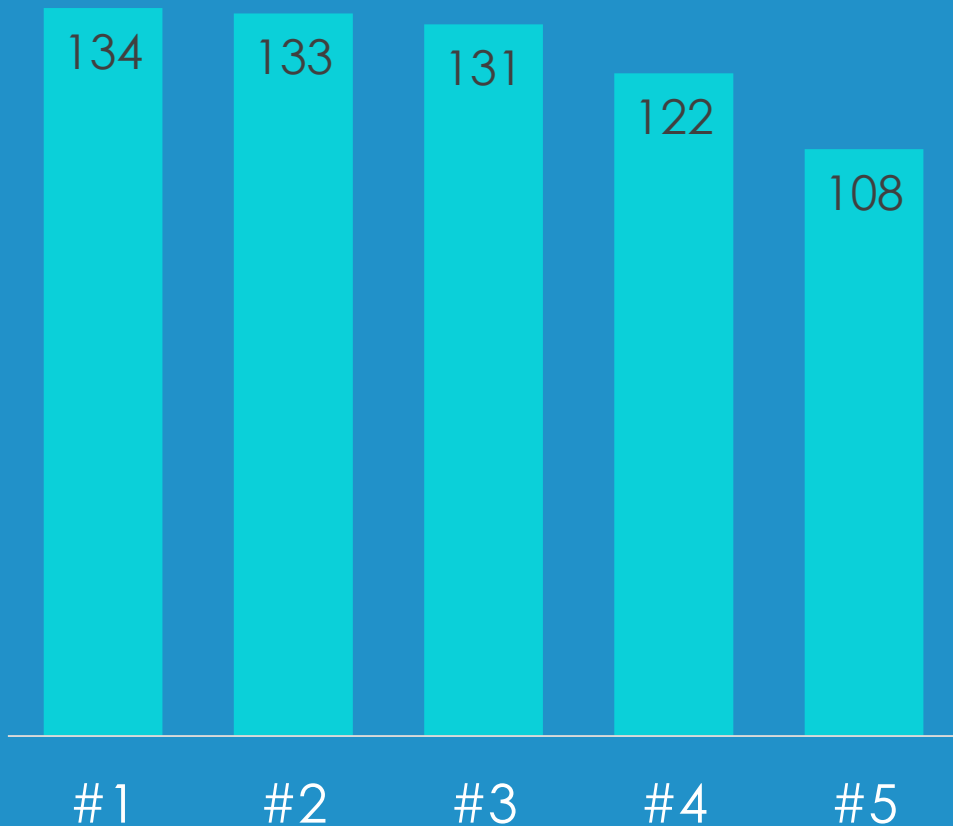
134

Number of Times the top user of EMS was transported from 70 different locations in 2016

~100%

Of the Top 10 users transported to Truman Medical Center were discharged from the Emergency Department

Number of Times the Top
5 Users were transported
by EMS in 2016



High Utilizer Program INITIATIVE

Upon the direction of the City Manager, KCFD, the Office of the EMS Medical Director and the Department of Public Health will assemble a multi-disciplinary group including, EMS, public health, law-enforcement, social services, and healthcare organizations, to address the issue of frequent users of the EMS System

High Utilizer Program

PLAN & GOALS

PLAN

- Categorize all local services and programs available, regardless of source. Maintain list of resource availability in real-time.
- Identify the very top frequent users of the EMS System, i.e. “super- users.”
- Utilizing a multi-disciplinary team approach, identify each super-user’s needs and match it to available resources, ex. housing, medical care, mental health care, substance abuse, social services.

GOALS

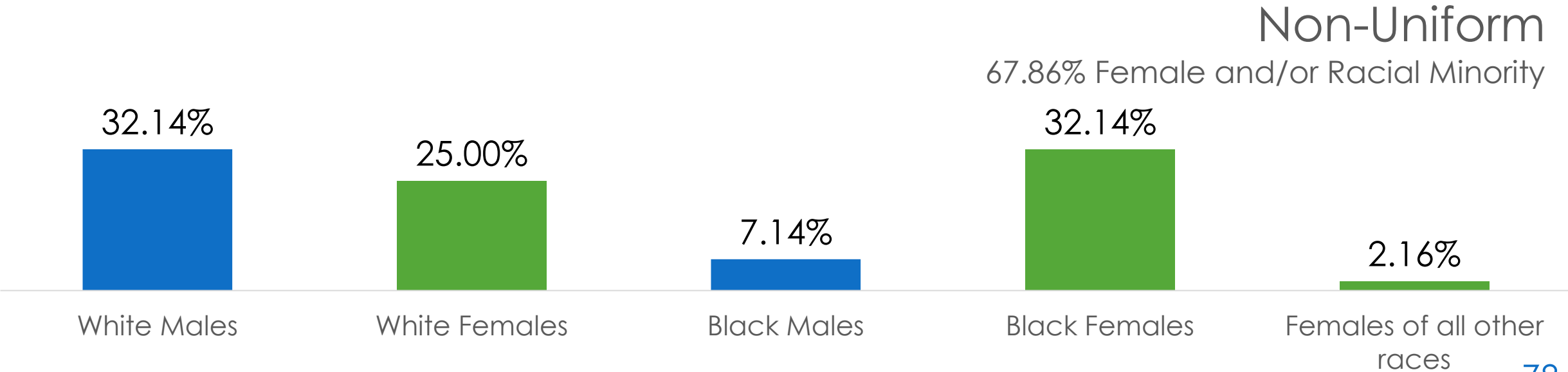
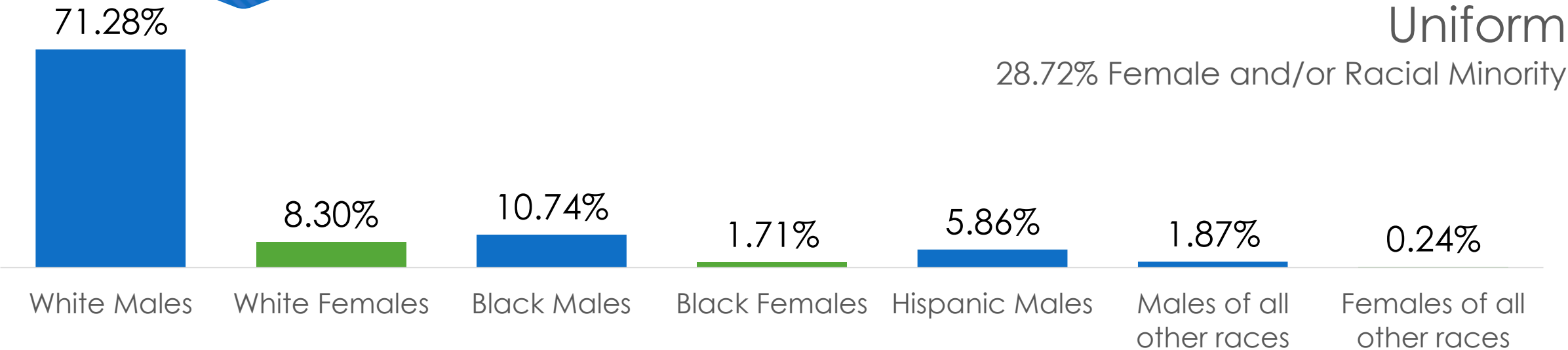
Reduce the use of EMS and Emergency Department services, decrease hospital admissions, and reduce law enforcement contacts.

Improved overall health and well-being in the target population.

Objective 4:
**Improve the diversity of employee
recruitment, succession planning,
and retention in the Police and Fire
Departments.**

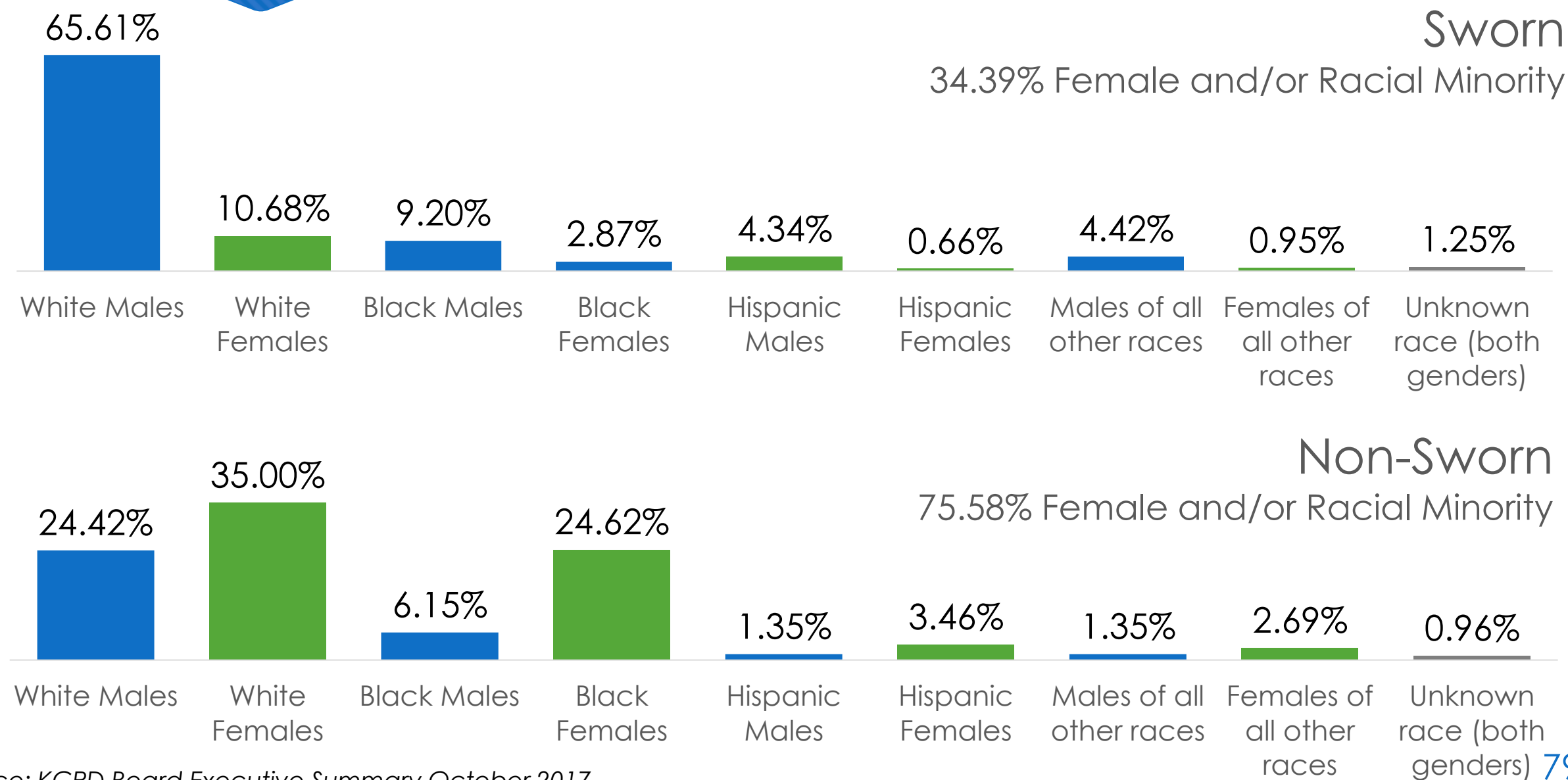
KCFD Personnel Diversity Summary

As of April 2017



KCPD Personnel Diversity Summary

As of October 2017



Source: KCPD Board Executive Summary October 2017

Strategy A

Develop a multi-year plan to implement the recommendations of the Kansas City Police Department's staffing study.

KCPD Staffing Study Overview

Key Improvement Themes

- ◆ In spite of robust research and development, the Department lacks a culture of managing performance. The Police Board could be an important sponsor of a shift in performance management.
- ◆ Some functions are organized in way to impede optimal coordination.
- ◆ Many functions which are managed by sworn personnel could be managed by civilians or staff of lower rank.
- ◆ Many support functions could similarly be civilianized.
- ◆ The Department and the City have initiated a direction to share certain support services (e.g., IT); more opportunities should be evaluated.

Bureau	Classification	Current	Recom.	Change
Patrol	Sworn	965	966	+1
	Civilian	101	122	+21
Investigations	Sworn	247	247	0
	Civilian	30	39	+9
Admin	Sworn	17	4	-13
	Civilian	166	208	+42
Exec. Svcs.	Sworn	13	6	-7
	Civilian	213	216	+3
Chief	Sworn	52	50	-2
	Civilian	4	8	+4
Prof Devt/ Research	Sworn	45	36	-9
	Civilian	29	38	9
Total		1,882	1,940	+58

Strategy B

Develop partnerships with local educational institutions to increase the number of the City's entry-level public safety workforce.

KCFD Training Systems Update

- Supported by \$832,701 grant from FEMA
- Centers on a highly sophisticated, interactive online platform (Target Solutions, a subsidiary of NFPA)
 - Extensive library of fire, rescue, EMS, safety, prevention topics
 - To date 1287 personnel are uploaded into system and 975 have received training on system utilization
 - 8975 hours of training have been logged since July 1, 2017
- Skills level training supported by several mobile training units
 - All mobile trailers were delivered and are being prepped for usage
 - Train the Trainer was conducted on the Class A burn trailer, multi-skills Trailer and mobile driving simulator
 - Medical trailer is in build out process and will resemble the interior of an ambulance patient compartment
 - The Class A burn trailer and Multi-skill trailer are in use for firefighter training and Company Officer Academy training



KCFD/Manual Tech EMT Pre-Apprenticeship Program: Follow-Up

- In evaluating the first year of the EMT Apprenticeship program, it was identified that while all students successfully completed classroom experiences and EMT-B practical exams, the written exam has presented a barrier to students (none have passed)
- Assessment of the issue identified that the students have not had focused standardized exam prep. Four objectives were created to address this issue:
 1. [Design a path for intensive remediation](#) that can successfully prepare potential pre-apprentices to secure a Missouri EMT license within 60 days.
 2. Secure full KCPS support for [building standardized test strategies, skills, and practice into the curriculum](#) for EMT-B, beginning with incoming class and extending forward.
 3. [Incorporate specific preparation for NREMT-B exam](#), including practice exams, into last weeks of EMT-B class.
 4. [Include remediation strategies for retests into instructional plan](#) to increase probability of successful performance on both written and practical examinations (as licensure is necessary to enable movement into pre-apprentice positions).

Objective 5:
**Increase effectiveness and
efficiencies of operations at
Municipal Court in order to
achieve the best possible
outcomes for those served.**

Strategy A

Measure the efficiency and effectiveness of the Municipal Court by utilizing the National Center for State Courts (NCSC) court performance measures

Trial Court Performance Measures from National Center for State Courts

Trial Court Performance Measures

1. Access and Fairness
2. Clearance Rates
3. Time to Disposition
4. Age of Active Pending Caseload
5. Trial Date Certainty
6. Reliability and Integrity of Case Files
7. Ensuring Fairness, Management, and Fair Practices in Legal Financial Obligations
8. Effective Use of Jurors (*not applicable for KCMO Municipal Court*)
9. Court Employee Satisfaction
10. Cost Per Case

Measures in blue are currently being utilized by KCMO Municipal Court.

Other measures are planned for implementation when court renovations are completed.

Current Municipal Court Indicators

Indicator	FY 17-18 Target	FY 17-18 YTD Data (May-Oct 2017)
Case Clearance Rate	100%	90%
% of traffic payable cases disposed within 90 days	90%	90%
Average days to disposition - Payable Traffic (days)	90	62
Average days to disposition - Other (days)	180	95
% of fines collected within the same year - Traffic	90%	87%
% of fines collected within the same year - Other	68%	71%
% of customers served within 10 minutes at the Violations Bureau	90%	91%
Percent bed capacity reached	100%	74%
Percent of released clients not incarcerated again in 6 months	85%	95%
% of probationers successfully completing probation conditions	65%	73%

Municipal Court Remodel: Outcomes for Clients

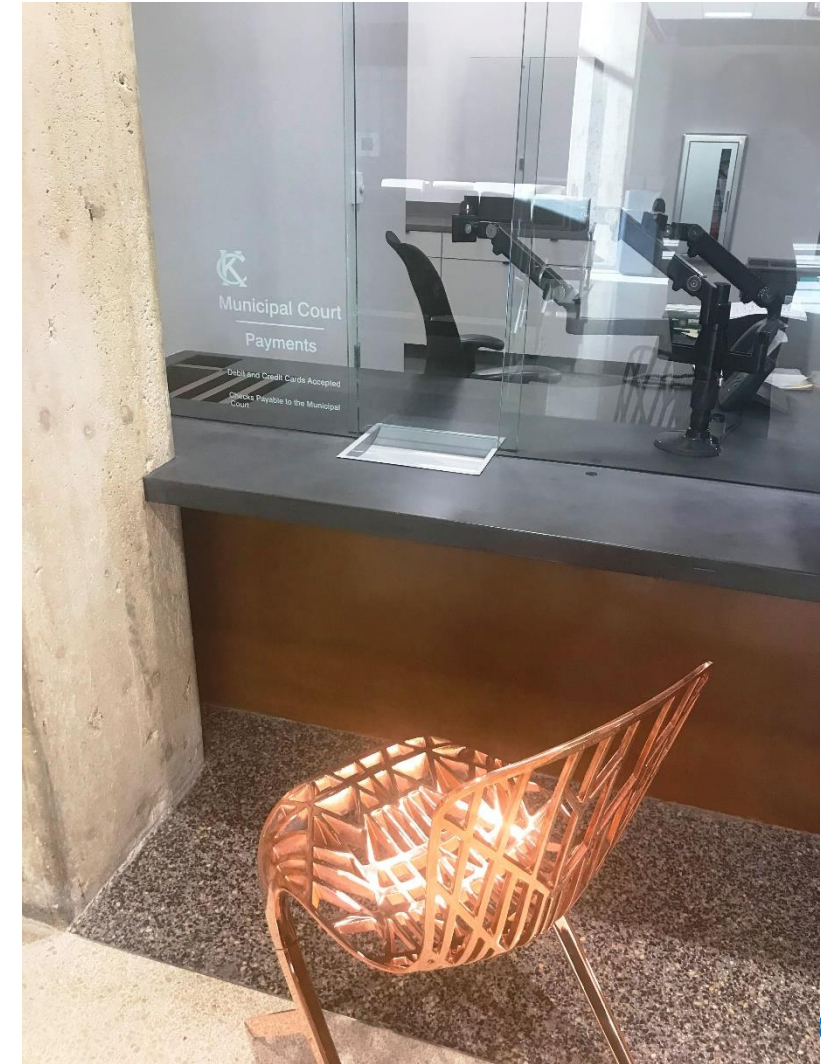
Improved communications



More open cashiering area



ADA accessibility



Municipal Court Remodel: Outcomes for Staff

Cashiering area open to security area



Improved ergonomics for cashiering staff



Strategy B

Refine the standards and policies of the City's Drug Court to meet the needs of chronic offenders.

Drug Court Technical Assistance

- KCMO Municipal Court received technical assistance in March 2017 focused on improving outcomes.
- Based on the recommendations from this technical assistance:
 - Eligibility requirements have been revised
 - There has been a reduction in the wait time between completion of RCC programming and transitional housing or home
 - The handbook and phases are still under revision
- Since 7/15/17:
 - **69** assessments have been completed
 - **42** new contracts have been signed
 - **39** drug court participants are currently active

Domestic Violence Court Recognition

- In October, the Kansas City Municipal Domestic Violence Court was named a Domestic Violence Mentor Court, making it the only municipal court in the country to earn this distinction.
- This designation by the U.S. Department of Justice Violence Against Women Initiative also comes with a \$48,090 grant.
- Courts from around the country will visit Kansas City to observe its best practices in the area of increasing accountability for domestic abusers

Questions?

Stay up to date on progress at kcstat.kcmo.org



#KCStat

